

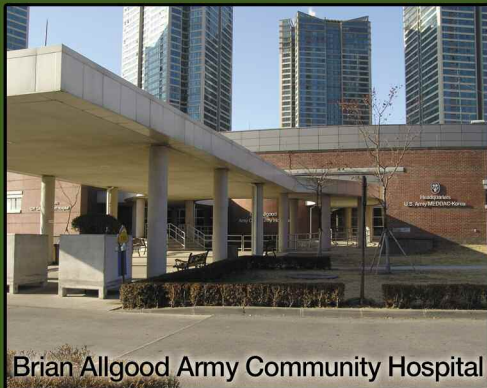
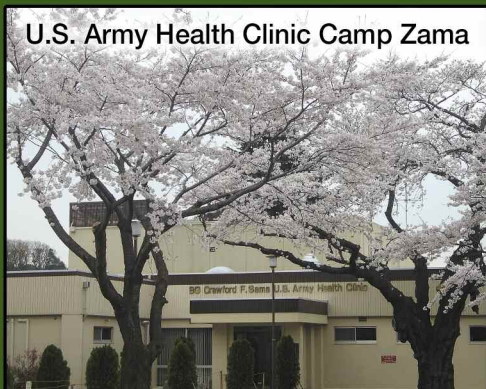
PACIFIC REGIONAL MEDICAL COMMAND

Providing high quality care for all our beneficiaries

Schofield Barracks Health Clinic



U.S. Army Health Clinic Camp Zama



Brian Allgood Army Community Hospital



**PRMC and Tripler AMC
2010 PATIENT GUIDE**

www.tamc.amedd.army.mil

Tripler Army Medical Center





Be at the heart of it all without being in the middle of it all.

It's the ideal Hawaiian paradise. Quiet and serene, yet close to the center of the excitement. Unwind in our spa, eat in outstanding restaurants, shop in world renowned boutiques. Or simply relax on Waikiki's best beach.

Military and Government rates are available.

808.922.6611 or marriottwaikiki.com





TABLE OF CONTENTS



Mission & Vision	4	Chapter 8, U.S. Army	
To All Local Military		Health Clinic, Camp Zama	56
Medical Beneficiaries	5	Chapter 9, Brian Allgood	
Chapter 1, Introduction.....	6	Army Community Hospital.....	58
Chapter 2, How To		Chapter 10, Dental Services	60
Receive Healthcare In Hawaii	8	Chapter 11, TRICARE Services	63
Chapter 3, Patient Services	10	Chapter 12, PRMC &	
Chapter 4, Hospital Services	20	Tripler Army Medical Center.....	67
Chapter 5, Medical Clinics,		Index	71
Departments & Programs.....	26	Maps.....	75
Chapter 6, Other Services at Tripler	43	Oahu Map	
Chapter 7, Schofield Barracks	47	Military Buyer's Guide	

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MISSION & VISION



Mission

- Promote, sustain, and enhance Service Member health
- Train, develop and equip a medical force that supports full spectrum operations
 - Deliver leading edge health services to our Warriors, Military Families and Veterans to optimize outcomes

Vision

America's premier medical team saving lives and fostering healthy and resilient people throughout the Pacific region—Army Medicine...Army Strong!





TO ALL LOCAL MILITARY MEDICAL BENEFICIARIES

Aloha! The medical and support staff at Tripler Army Medical Center and Schofield Barracks Health Clinic truly care about your health. We are dedicated to working with you, to improve and sustain your health and well-being.

This guide is designed to assist you through our healthcare system. It contains general information about our clinics and services, our patient appointment system, clinic locations, important phone numbers, and the TRICARE program.

The Department of Defense celebrates this year as the Year of the Military Family, in honor of military families in communities and installations around the world. Soldiers, Airmen, Marines and Sailors have been able to, and have continued to go beyond their call to duty, because of families who support them.

In 2007, the Army's senior leaders signed the Army Family Covenant, including a commitment to Family Readiness by increasing accessibility and quality of healthcare. Since then, we have made major strides to how we provide you with healthcare. Many of the entries listed in this guide reflect these changes.

If you have suggestions on how we can improve our services, please let us know by contacting the Customer Relations Representative at (808) 433-6336. We also welcome feedback on what we are doing right. We look forward to working with you to meet all your needs for healthcare.

We are committed to providing the best care we can for all our military personnel and their families.

Sincerely,

Steve Jones

Brigadier General, Commanding
Pacific Regional Medical Command
and Tripler Army Medical Center



Brig. Gen. Steve Jones

Command Philosophy

- ~ Treat everyone with dignity and respect ~
- ~ Do what's right ~
- ~ Address issues openly and honestly ~
- ~ Be accountable ~
- ~ Service above self ~
- ~ Take care of your buddies ~

Acknowledgements:

The Pacific Regional Medical Command/Tripler Army Medical Center Public Affairs Office would like to thank the staffs of MARCOA Publishing, Inc., Tripler Army Medical Center and Schofield Barracks Health Clinic who assisted in preparing this guide. Their resources, suggestions, and review of this guide book were invaluable. We would especially like to thank the Tripler Clinical Support Division for updating Tripler phone numbers and the Logistics Division Facility for their help in updating maps used in this guide.



INTRODUCTION



Tripler Army Medical Center

Telephone(808) 433-6661

1 Jarrett White Road

Honolulu, HI 96859-5000

<http://www.tamc.amedd.army.mil>

How to Use This Guide

This guide has been organized to especially help service members and families new to Tripler Army Medical Center quickly find needed information. The guide has been divided into 12 chapters. Chapter headings are printed at the edges of pages so you can thumb through the pages to the chapter you are looking for. The opening page of each chapter is headed by the Tripler emblem.

Table of Contents: Page 3

Tripler Appointment Line (433-2778): Page 13

- To bypass the menu option announcements

Tripler Clinic and Office Location Directory: Page 14

- Grouped by clinics, wards and offices

Index: Pages 71-74 (Alphabetical)

Maps: Pages 75-78

- Tripler Floor Plan
- Tripler Facilities and Parking Areas
- Schofield Barracks Health Clinic

Important Phone Numbers

If calling from outside Hawaii, use area code 808
before the 7-digit number listed below.

Acute Care Clinic (Schofield: 6 am to 9 pm)	433-8850	Military Police (Ft. Shafter)	438-7114
Ambulance	911	Police Desk (Tripler)	433-1111
Appointments (Clinic).....	433-2778 (APPT), Option #1	Marriage and Family Therapy Center.....	433-8550
Appointments (Clinic Cancellation).....	433-2778, Option #2	Military Directory Assistance.....	449-7110
ASAP (Army Substance Abuse Program).....	433-8700	Military Family Abuse Center.....	533-7125
Child Abuse/Neglect.....	832-5300	Military Liaison	433-6611
Military Police (Ft. Shafter)	438-7114	Air Force.....	433-6775
Schofield Barracks.....	655-7114	Army.....	433-6611
Child Protective Service (Honolulu).....	533-7125	Marine Corps	433-6614
Customer Relations Office.....	433-6336	Navy	433-6611
Emergency Room.....	433-6629	American Red Cross, Volunteer	433-6631
Hospital Security (Tripler 24-hour)	433-6661/2	American Red Cross, Emergency.....	(877) 272-7337
		Tripler Information Center	433-2778, Option #0 or 433-6661
		TRIWEST.....	(888) TRI-WEST, (874-9378)
		VA Ambulatory Care Clinic.....	433-0600



Tripler Pediatric Emergencies

Emergency: 911

Pediatric Clinic (Weekend Hours)	(808) 433-6697	Family Practice Clinic (Weekday and Extended Night).....	(808) 433-3300
---	----------------	---	----------------

AN EMERGENCY IS DEFINED as a condition or injury that, if not treated immediately, could endanger the life or health of the individual or cause permanent disability. We recognize that a parent may not be sure whether their child's problem is an emergency. If you have any questions, please call the Family Medicine Clinic (808) 433-3300 or the Pediatric Clinic (808) 433-6697 during clinic hours.



HOW TO RECEIVE HEALTHCARE IN HAWAII



Registering for Healthcare

When active-duty military members arrive in Hawaii, their personnel office will ensure that they in-process through their service's Military Treatment Facility (MTF) and learn about their TRICARE Healthcare System options.

TRICARE Prime, the military's managed care option, is available at Tripler Army Medical Center, Schofield Barracks Health Clinic, Marine Corps Base Kaneohe Clinic, the Navy's Makalapa Clinic, the Coast Guard's Sand Island Clinic and the Air Force's Hickam Clinic.

Each MTF conducts orientation sessions at their enrollment sites to explain TRICARE Prime. Spouses are encouraged to attend the orientation with active-duty service members. You and your family are assigned a Primary Care Manager (PCM) at a clinic that will manage your healthcare.

For more information about TRICARE in the Pacific, please call (888) TRIWEST,

(874-9378) or visit your nearest TRICARE Service Center.

Military One Source: 24/7 Customer Service

<http://www.militaryonesource.com>

Military OneSource is a Web site on which you can find a variety of links to other Web sites useful for military members and their families about all aspects of military life. It also has a link to counseling services are designed to provide service help with short-term issues such as adjustment to situational stressors, stress management, decision making, communication, grief, blended-family issues, and parenting-skills issues.

To gain entry to the Web site, you can use "army" as the user name and "onesource" as a password the first time you visit the Web site. Thereafter, you can create your own user name and password to use this site.

DEERS – Defense Enrollment Eligibility Reporting System

Shafter Flats, Bldg. 1507

(Army)(808) 438-1757

Shafter Flats Army

Reserve Center(808) 438-1600 ext. 3195

Hickam AFB (Air Force)(808) 449-8620

MCB Hawaii (Kaneohe Bay)

(Marine Corps)(808) 257-8861

Naval Station

Pearl Harbor (Navy)(808) 471-2405

Schofield Barracks (Army)(808) 655-4104

Tripler AMC (Army)(808) 433-9166

Web site address provides locations where DEERS enrollment can be initiated or changed, <http://www.dmdc.osd.mil/rsl/owa/home>.

Soldiers are enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) when they enter active duty. For family members to be enrolled, however, their military sponsors must verify their family relationships by presenting legal documents (marriage certificates, birth certificates or adoption papers, etc.) to their local military personnel office. If this is not done, family members may be denied health benefits other than emergency care. Newly born infants should be enrolled in DEERS as soon as possible after birth.

Military Personnel Information

Adult Medicine Clinic/Military Sick Call

Adult Medicine Clinic433-6641/2

3rd Floor, H Wing, next to Emergency entrance

Hours: Weekdays, 7 to 8 am, 5 to 6 pm

Sees:

1. All active-duty Soldiers assigned to the Adult Medicine Clinic, and
2. TDY and reserve Soldiers with SSNs ending in an odd number

Military sick call is on a walk-in basis on weekdays, for those members empanelled to the clinic with acute or urgent needs. For more information, please call 433-9237 weekdays, from 8 am to 8 pm.

Family Medicine Clinic 433-3300

1st Floor, D Wing

Hours: Weekdays, 7:15 to 7:45 am

To receive medical care at Tripler, reserve and TDY Soldiers should have orders in hand. If

the TDY or reserve service member's assignment exceeds 30 days, the service member should report to Tripler's Managed Care Office to be assigned to a clinic/Primary Care Manager (PCM).

Sick call is for acute medical illnesses/injuries that might prevent military members from performing their assigned duties. They should call for acute care appointments to be referred to sick call when their medical conditions and work schedules permit. They should report in duty uniform and have a DD Form 689 (sick call slip) from the unit.

Military Liaison Offices

1st Floor, B Wing, across from Dining Facility

Hours: Weekdays, 7:30 am to 4 pm

Dial Hawaii area code "808" if calling from outside Hawaii

Air Force 433-6775

Army 433-6611

Marine Corps 433-6614

Navy 433-6611

Patients who are members of the Armed Services other than the U.S. Army may obtain assistance through their respective liaison offices.



A Typical Day at Tripler

(As of January 2010)

Staff Bed Capacity	191
Admissions	36
Occupancy.....	84%
Beds Occupied.....	141
Length of Stay	4 Days
Surgeries in OR.....	45
Ambulatory Procedures.....	17
Pharmacy Procedures.....	5,060
Lab Procedures.....	4,296
Clinic Visits	2,226
Radiology Procedures	430
Births.....	7



PATIENT SERVICES



Visitor Control Center: located near the Tripler Gate and marquee is operated by the Directorate for Emergency Services, IMCOM (USAG-HI). The VCC provides daily passes for visitors to the Tripler installation (Hospital and non-MEDCOM and family housing). Tripler Staff and patients can contact the Tripler PM for assistance with family member guests.

Parking: Mountainside patient parking lots are located just outside the mountainside entrance. Oceanside patient parking lots are street level around the flagpole. Additional parking areas for patients, visitors and staff are located below Tripler itself and in the parking structure across the mountainside VA Medical Center on Patterson Road. See map of Tripler Army Medical Center on pages 76 and 77 for parking information.

Valet Parking: (Weekdays, 8:30 am to 3:30 pm), is available at Tripler on the mountain entrance side and at the emergency/adult medicine clinics' entrances of the hospital except federal holidays. The valet parking is provided by a private contractor with a user fee of \$5. Eleven percent of the user fee is returned to the

USAG-HI MWR, which oversees the contracted service.

Shuttle Service: Tripler offers door-to-door Tripler Trolley service from 7 am to 3:15 pm to all our parking lots, providing shuttle service around the Tripler campus to include the Oceanside and Mountainside entrances, D Wing Entrance, Emergency Room Entrance, Fisher House, and the Tripler Lodge. Call 433-1200 when you arrive and the Tripler Trolley will be radio-dispatched to your area.

Phone System

"808" is the only area code for Hawaii. The 7-digit Tripler and Schofield Barracks Health Clinic telephone numbers all begin with the prefix "433." **NOTE:** Most telephone numbers for other Army offices on Schofield Barracks start with "655." Wheeler Army Airfield uses a "656" prefix.

When calling a "433" number from any Oahu phone that doesn't begin with "433," dial the normal 7-digit number. For example, if you are calling from 532-1000, to call Tripler's information desk, dial 433-6661.

When using a “433-XXXX” telephone to call another “433” number, dial the last 5 digits of the normal 7-digit number. For example, dial 3-6661 to reach the Tripler information desk.

When using a “433-XXXX” phone to call an Oahu telephone number that doesn’t begin with “433,” dial 99, then normal seven-digit number. When calling a telephone number on Oahu, from anywhere outside Oahu, you must use the Hawaii state-wide area code “808.”

Tripler and Schofield Barracks Telephone Directory Assistance

For Tripler and Schofield Barracks Health Clinic telephone numbers, call the Tripler Information Center at 433-6661 or 433-2778, Option #0. For other military telephone information assistance, call 449-7110.

Telephone/Location Directory

Tripler has simplified the process of making appointments. You can make a number of clinic appointments by just calling this single phone number, 433-2778, and accessing the Central Appointment System (CAS).

Directory Key: Appointments to Clinics/ Offices listed on Page 13 may be made by calling the Central Appointment System (CAS) line, 433-APPT (433-2778), and then following the menu options. See the next page for an explanation of the CAS and the following page for CAS clinic codes.

Text Telephone User Line (TTY)

Telephone 433-4008

Hours: Daily, 24 hours

This line is only for callers using a telephone device for the hearing-impaired. The TTY line is located at the Information Center.

Information Center

Telephone 433-6661/2

Oceanside Entrance, 1st Floor, A Wing

Hours: Open daily, 24 hours

Need Some Help Finding Your Way Around?

Information desks are located just inside Tripler’s Oceanside and Mountainside main entrances. The Information Center staff fields hundreds of questions daily and is very knowledgeable about Tripler. If you haven’t been able to locate the information you want, call the Information Center at 433-6661. If they can’t answer your question, they will direct you to someone who can. Visitors can use wheelchairs located near the Oceanside entrance information

Other Important Phone Numbers

Ambulance 911

Emergency Room..... 433-6629

Information Center..... 433-6661/2

Military Information..... 449-7110



desk and the Mountainside entrance Medical Records/Information Desk. Wheelchairs are available on a first-come, first-serve basis.

Touch Screen Interactive Information Centers

Large computer screens near the Oceanside and Mountainside information desks operate 24 hours a day to help visitors find clinic and other consumer service locations and telephone numbers. Visitors can print out maps or any other information they find on the computer screens.

Central Appointment System (CAS)

Tripler's Central Appointment System (CAS) allows a patient to dial just one number to make appointments with several clinics.

To Call for Appointments.....433-2778

To Cancel Appointments ... 433-2778, Option #2

Appointment Service Hours

Weekdays, 6:30 am to 4:30 pm

Closed, Sat, Sun and all federal holidays

Best days to call: Thu and Fri (pm), paydays

Worst days to call: Mon, Tue and after holidays

Best time to call: 9 to 11 am or after 2 pm

Primary Care appointments can also be booked online at <http://www.tricareonline.com>.

How CAS Works

Tripler's central appointment line (433-2778) is menu-driven. This allows you to direct your call to the appropriate clinic appointment clerk, by choosing from ten main menu choices, then choosing from other series of menu choices, to contact the specialty clinic or office you want.

Patients should not expect to see a doctor without an appointment, except for emergencies and announced walk-in clinics.

Family members should have their sponsor's Social Security Number and other required DEERS information available when they call for an appointment. See Chapter 2, page 9 to register for or to update your DEERS information.

Appointment personnel will ask the caller questions to help them evaluate the health situation of the person requiring care, so that they receive the appropriate care.

Patients who find they cannot keep a scheduled appointment should cancel it as soon as possible, so that another patient can fill the appointment time. Call the 24 hour cancellation line at 433-2778, Option #2.

Appointment Line for Tripler and Schofield Barracks Health Clinic

In an effort to better serve our beneficiaries, Tripler Army Medical Center (TAMC) updated the Central Appointment call tree in Sept. 2009. All primary care and most specialty care appointments at Tripler and Schofield Barracks Health Clinic (SBHC) are booked via the central appointment function. Primary care clinics include Family Practice, (TAMC/SBHC) Adult Medicine (TAMC), Pediatrics (TAMC/SBHC) and Adolescent Medicine (TAMC).

You can also make primary care manager appointments on the internet at <http://www.tricareonline.com>.



Tripler Central Appointment Line

(808) 433-2778, Menu Choices - Feb. 2010

Tripler Information Desk	0
Tripler Primary Care Clinics	
Adolescent Clinic.....	1, 1
Adult Medicine Clinic.....	1, 1
Family Practice Clinic.....	1, 1
Pediatric Clinic.....	1, 1
Well Baby Clinic.....	1, 1
Appointments: To Cancel, Confirm or Reschedule ...	2
Tripler Specialty Care Clinics	
Adult Medicine Appointments.....	5, 5, 1
Adult Medicine Clinic Message Line:	
Test Results, Rx Renewals.....	5, 5, 2
Adult Medicine, Clinic Nurse.....	5, 5, 3
Adult Medicine, Other Queries.....	5, 5, 4
Allergy Appointments.....	5, 3
Audiology.....	4, 2
Brace Clinic (Orthopedics).....	4, 4, 1
Cardiology Appointments.....	5, 1, 1
Coumadin Clinic and refills.....	5, 1, 2
Dermatology Appointments.....	5, 3
Developmental Pediatrics.....	6, 1
Ear Nose Throat (ENT).....	4, 2
EFMP (Exceptional Family Member Program).....	6, 2
Infectious Diseases.....	5, 4
Infertility Clinic (OB/GYN).....	7, 2
Med Eval Brd Coordinator (Orthopedics).....	4, 4, 4
Neurology Appointments.....	5, 3
OB/GYN Appointments.....	7, 1
OB/GYN Infertility Clinic.....	7, 2
OB/GYN Nurse.....	7, 3
OB/GYN Schofield Barracks.....	7, 5
OB/GYN Team Asgmt, Other Questions.....	7, 4
Ophthalmology.....	4, 3
Orthopedics.....	4, 4, 2
Orthopedics Med Eval Brd Coordinator.....	4, 4, 4
Orthopedics Nurse.....	4, 4, 5
Orthopedics Surgery Scheduler.....	4, 4, 3
Orthopedics, Schofield Barracks.....	4, 4, 6
Pediatrics Surgery.....	4, 5
Pediatrics, all Specialties except Dev. & EFMP.....	6, 3
Pediatrics, Developmental.....	6, 1
Podiatry (Orthopedics).....	4, 4, 2
Psychiatry, Adult.....	9, 2
Psychiatry, Child.....	9, 1
Psychology.....	9, 3
Pulmonary.....	5, 2
Radiology, CAT Scan.....	8, 1, 2
Radiology, General Radiology.....	8, 4
Radiology, Mammogram.....	8, 5
Radiology, MRI.....	8, 2
Radiology, Nuclear Medicine.....	8, 3
Radiology, Ultrasound.....	8, 1, 1
Surgery Appt: Urology, Vascular, CT, Neuro, Plastic.....	4, 6, 1
Surgery Clinics: Vascular, CT, Neuro, Plastic.....	4, 6, 3
Surgery Pediatrics.....	4, 5
Surgery, General.....	4, 1
Urology Clinic.....	4, 6, 2

Schofield Barracks Health Clinic Central Appointment Line

(808) 433-2778, Menu Choices - Feb. 2010

Tripler Information Desk	0
Health Clinic Hours, Location	3, 1, 2
Schofield Barracks Primary Care Clinics	
Family Practice.....	1, 2
Pediatric Clinic.....	1, 2
All Other Appointments, see below.....	1, 3
Appointments: to Cancel/Confirm/Reschedule	2
Patient Asstnc Line,	
Access Link Provider Msg Line.....	3, 1, 1, 1
Information (General) Location/Hours.....	3, 1, 1, 2
Speak to Staff Member,	
Patient Assistance Line.....	3, 1, 1, 5
OTHER HEALTH CLINIC NUMBERS	
Appointments Active Duty	
130th Engr, 225th BSB, All Other Units.....	3, 2, 2
2nd SBCT, 3rd BCT, 45th STB.....	3, 2, 1
Aviation Medical Appointments.....	3, 2, 3
Deployment Health.....	3, 2, 5
Flight Physicals.....	3, 2, 4
Adult Fam Membr Asstnc Center/	
Marriage & Family.....	3, 6, 2
Allergy & Immunization.....	3, 1, 3
Army Public Health Nursing.....	3, 8, 4
Audiology, Hearing Conserv, Speech Therapy.....	3, 8, 1
Child & Adolescent Assistance Center.....	3, 6, 3
Chiropractic Appointments.....	3, 5, 3
Concussion Clinic.....	3, 7
Customer Relations.....	3, 9, 1
Health Benefits Advisor.....	3, 9, 2
Information (General) Location/Hours.....	3, 1, 2
Marriage and Family Therapy.....	3, 6, 2
Medical Correspondence.....	3, 9, 4
Medical Records.....	3, 9, 3
Occupational Health.....	3, 8, 3
OB/Gyn Appointments.....	3, 4
OB/GYN Nurse.....	3, 4
Optometry Appt (TAMC & SB).....	3, 8, 2, 1
Optometry Eyeglass Order Status.....	3, 8, 2, 3
Optometry Hours and Location.....	3, 8, 2, 2
Optometry LASIK or PRK Refractive Surgery.....	2, 8, 2, 4
Ortho, Podiatry, Occ Therapy Appts.....	3, 5, 1
PAL Provider Message Line.....	3, 1, 1
Pharmacy.....	3, 0, 2
Pharmacy Call-In Refill Request.....	3, 0, 1
Pharmacy Refill.....	3, 0, 3
Physical Exams.....	3, 2, 6
Physical Therapy Appointments.....	3, 5, 2, 1
Physical Therapy Hours, Location.....	3, 5, 2, 3
Soldier Assistance Center.....	3, 6, 1
TriWest Eye Benefits Info Recording.....	3, 8, 2, 5, 2
TriWest Health Benefits Advisor.....	3, 8, 2, 5, 1
WTU Primary Care & Occ Therapy Appts.....	3, 3, 1
WTU Occupational Therapy.....	3, 3, 2
WTU Physical Therapy.....	3, 3, 3

Directory of Tripler Clinic/Office Locations

CLINICS

Adolescent Medicine.....	4F500
Adult Medicine.....	3H500
Allergy.....	4C500
Audiology.....	3C300
Brace Shop.....	4G
Cardiology.....	4A020
Cardiothoracic Surgery.....	2A
Concussion Clinic (Psychology).....	8C
CT Scan.....	3G200
Dental.....	GID300
Dermatology.....	4C300
Ears, Nose and Throat.....	3C300
Emergency.....	3H100
Endocrinology.....	4C500
Family Medicine.....	1D300
Gastroenterology.....	4H500
Hematology/Oncology.....	4H500
Hemodialysis.....	4G109
Immunization Adult.....	4C500
Immunization Child.....	4F500
Infectious Disease.....	4H500
Medical Specialties.....	4H500
MRI.....	3G200
Nephrology.....	4H500
Neurology.....	4C300
Neurosurgery.....	2A004
Nuclear Medicine.....	3A015
Nutrition.....	4A000
OB/GYN.....	4H500
Occupational Health.....	7A000
Occupational Therapy.....	52323F
Oncology.....	4H500
Ophthalmology.....	2C306
Optometry.....	4G500
Orthopedics/Podiatry.....	4F100
Pediatrics.....	4F500
Pediatric Surgery.....	2A004
Physical Exams.....	1D300
Physical Medicine.....	3F500
Physical Therapy.....	3F500
Plastic Surgery.....	2A004
Psychiatry Adult.....	4D
Psychiatry Child.....	2B500
Psychology Adult.....	8C008
Psychology Child.....	8A008
Pulmonary.....	4A020
Radiation Therapy.....	GID100
Radiology.....	3G200
Rheumatology.....	4H500
Speech Pathology.....	3C300
Surgery.....	2A004
TRISARF.....	4B312
Urology.....	2A004

Vascular.....	2A004
Well-Baby.....	4F500
WIC.....	2B500

OFFICES

Admissions/Disposition.....	1A000
Air Evacuation.....	1A030
American Red Cross.....	1B100
Barber Shop.....	1C100
Blind Vendor.....	4G800
Blood Donor Center.....	2A200
Carlson Wagonlit Travel.....	Ft. Shafter
Chapel.....	3D100
Child Care Co-op.....	Bldg. 9
Credit Union.....	1C100
Customer Relations.....	4G200
Decedent Affairs.....	1A
Dining Facility.....	1B100
Emergency Room.....	3H100
Family Medicine.....	1D300
Florist.....	1C100
Guest House.....	Bldg. 228
Information Center.....	1A000
Inspector General.....	1B100
Judge Advocate.....	2D200
Liaison Offices.....	1B100
Provost Marshal (TAMC ID).....	1A000
Public Affairs Office.....	3A000
Public Health Nursing.....	1A303

WARDS

ICU A.....	6H300
ICU B.....	6H200
ICU Progressive Care.....	6H600
ICU Waiting Area.....	6H500
Labor and Delivery.....	6F700
Medical-Oncology.....	5C500
Medical-Telemetry.....	6C500
Mother-Baby Unit.....	5B019
NICU (Neonatal ICU).....	5A300
OB (Inpatient).....	5B019
OR Waiting Area.....	6G100
Pediatrics.....	7B100
Post-Anesth Care Unit.....	6G100
Psychiatry.....	4B500
Psychiatry VA.....	3B500
Recovery Room.....	6F700
Short Stay Unit (SSU).....	6H700
Surgery ONV.....	6B500
Surgery, General.....	6B500
Surgical Admission Center.....	6A006



Emergency Room

Telephone 433-6629

Emergency Room driveway entrance is on Jarrett White Road, on the east side of the hospital complex. If you feel you have a serious emergency medical condition, do not hesitate to call 911 for an ambulance.

Which Patients Should Go to the Emergency Room (ER)?

The ER is designed to care for problems that require rapid attention by a physician, such as a suspected heart attack, loss of consciousness, difficulty in breathing, a broken bone or other severe injuries.

Patients with emergencies have priority over non-emergency conditions. Patients with minor problems (most rashes, colds, etc.), problems that are a few days old, or those who need prescription refills, should not seek evaluation in ER.

Hospital Admission and Discharge

Hospital Admission 433-6112

Hospital Discharge 433-5258

Hours: Weekdays, 8 am to 4 pm

Treasurer's Office

1st Floor, A Wing, Room 1A020A

After Hours, Weekends and Holidays:

1st Floor, A Wing, Room 1A017

Normally, patients are discharged during normal duty hours and are processed through the hospital treasurer's office. Patients or their sponsors must settle their accounts at the time of discharge or arrange for payment with the treasurer's office. Payment may be made in cash or by check, money order, travelers' check, payroll deduction, MasterCard or VISA.

After normal duty hours, weekends and holidays, payment by check is the only form accepted from patients being discharged. Patients should process their discharge in the Admissions Office after duty hours only.

Active-duty patients must also process through their appropriate service liaison, during normal weekday duty hours, (see "Military Liaison Office" on page 9) or after duty hours, with their unit's personnel and administrative section.

Mail Distribution

Telephone 433-5827

1st Floor, C Wing, Room 1C027A

Hours: Weekdays, 10 am to 3 pm

Tripler's internal mail distribution system serves patients and departments. See page 25 for U.S. Postal Service mail service.

**Medical Correspondence/
Release of Information**

Telephone(808) 433-2526
Fax.....(808) 433-1551
Oceanside Basement Floor, A Wing, GA 152
Hours: Weekdays, 8 am to 4:30 pm

Patients requiring copies of their inpatient or outpatient medical records must complete a request form, before the Medical Correspondence Office can release any medical information. Exceptions to this request requirement include release for treatment and payment for healthcare operations. Examples of release of information include Temporary Disability Insurance, medical statements, lab or x-ray results to TRICARE or other outside physicians, retrieval of medical information from other hospitals or physicians, ETS and personal copies of medical records. The Medical Correspondence Office requires the patient to present an ID card with his or her signature on the request form or, if someone else is requesting the medical records, a medical power of attorney. Requests for information may take up to 30 days. Same day requests will be filled for a physician request in the event that the patient is being seen at that moment.

**Medical Records
(Outpatient)**

Telephone433-6076
Mountainside Entrance, 4G Lobby Area
Hours: Weekdays, 7:30 am to 4 pm

Family Medicine Records

1st Floor, D Wing
Hours: Weekdays, 7:30 am to 3 pm

The Outpatient Records Office is located at the mountainside main entrance information desk. Family Medicine patient records are maintained separately in the Family Medicine records office, located at the Oceanside Clinic, 1st Floor, D Wing.

Patients are no longer authorized to hand carry records to appointments. Patient information is documented on an electronic health record system. Your provider will notify us if they need your medical file. We will deliver files requested by providers. Medical records for appointments made 24 hours in advance through the Tripler Patient Appointment System are forwarded to the appropriate clinic before the appointment. Patients whose records are maintained at other military health clinics may want to request that the clinic transfer the records to Tripler.





Patients' Valuables

Telephone 433-5258

Patients' Trust Fund

Treasurer's Office, 1st Floor

Oceanside Entrance, Room 1A020A

Hours: Weekdays, 8 am to 4 pm

To protect and secure your monies and other valuables as an inpatient, you may deposit them in the patients' trust fund when you are admitted to the hospital. If you are being discharged on the weekend or on a holiday, be sure to pick up your valuables on the Friday before that weekend or on the business day before the holiday.

Parking Areas

See Tripler Facilities Map, pages 76-77

Handicapped Parking: Handicapped parking stalls are marked and are located in parking lots nearest the Mountainside and Oceanside main hospital entrances. Vehicles without approved permits cannot park in handicapped stalls.

Patient/Visitor Parking Areas: Patients and visitors have priority in all Tripler parking lots, including the lots nearest to the Mountainside and Oceanside entrances. The Tripler civilian police officers issue citations to Tripler employees not authorized to park in a patient lot.

For information about valet parking and shuttle van service to various Tripler locations see Page 10.

VA Garage: Veteran Affairs (VA) and Tripler patients may park their vehicles in the Veterans

Affairs parking structure mountainside of the hospital, at P1, P2 and P3 levels.

Employee Parking: Tripler staff and contractor personnel should park on the lower level Oceanside parking lots. They may also park in the basement and rooftop (PB and P4) levels of the VA garage.

Additional paved parking stalls are located at the site of the old officer's club on the hillside directly above Tripler's mountainside entrance. This parking lot is open to patients and staff on a first-come, first-serve basis.

Parking Lot Security: Please lock your vehicles when parking anywhere at Tripler. Security personnel do patrol the parking areas, and vehicles left there for extended periods attract their attention, but they may also attract the attention of vandals and burglars.

Overnight Parking: If you expect to be at Tripler for an extended stay, we recommend that you leave your vehicle at home. If you decide to park your vehicle at Tripler during an extended stay, you should:

- Park in the Oceanside parking lot near the flagpole.
- Ensure that all valuables are removed or are placed out of sight.
- Ensure all windows are up and the vehicle doors and compartments are locked.
- If your vehicle will be parked more than 72 hours, notify the Tripler Police by calling 433-1111.

- Patients should be able to provide their vehicle's make, model, year and license plate number. This will help to ensure the security of the vehicle and prevent it from being towed away as an abandoned vehicle.

Speed Limits: The maximum speed limit in any Tripler parking lot is 5 mph. The speed limit on Tripler roads is 25 mph. During posted PT Hours it is 10 mph. These limits are radar-enforced. Violators are issued summons which require appearance at the U.S. District Court.

Drive Carefully: Be alert for pedestrians and vehicle movements in parking areas.

Police/Provost Marshal Office

ID Badge and Vehicle Registration

Aloha Center, 1st Floor, Oceanside Entrance

Hours: *Weekdays, 8 am to noon, 12:30 to 4 pm*

Police Operations

3rd Floor, B Wing, Room 3B312

Lost and Found: *Daily, 8 am to 3 pm*

The Tripler Provost Marshal Office (PMO) provides patients, staff and visitors with identification badges, vehicle registration, and other police information. Its administrative offices are Oceanside, 3rd Floor, B Wing.

Police Service

The PMO provides the Army and the Veterans Affairs offices with 24 hour police services from its station at the Tripler Emergency

Services Department. However, the officers on duty are frequently called away. For immediate assistance, call the information desk (808) 433-6661/2, 24 hours a day, who can contact them immediately.

Safety Considerations

Tripler AMC Safety Office

Telephone 433-6078

2nd Floor, A Wing, Room 2A130, Diamond Head side of Blood Donor Center

Hours: *Weekdays, 8 am to 3:30 pm*

Follow the safety precautions below and make your stay at Tripler pleasant and safe!

- Ask for help if you need it. Don't be afraid or embarrassed; we're here to assist you.
- Follow health care instructions from your physician or nurse about treatment, activities, diet, etc.
- Before using wheelchairs, crutches and other medical equipment, take the time to learn how to use it properly.
- When getting out of bed and moving about the hospital, use caution and ask for help when in doubt.
- Before plugging in any electronic equipment from home, such as radios, computers, VCRs and DVD players, check with the hospital staff.
- Take your time and plan for ample time in moving about and doing things you need to do. Do your part to make your hospital stay as pleasant and safe as possible.

If you have a question or concern about safety, please call the Safety Office at 433-6078, weekdays, 8 am to 3:30 pm.

Smoking

Smoking is not permitted inside the hospital and where it may be a fire/safety hazard, such as lanais and covered areas, stairwells, loading docks and other areas with "no smoking" notices. Additionally, smoking is not permitted within 50 feet of:

- 1A Oceanside main entrance
 - 4G Mountainside main entrance
 - D Wing main entrance
 - H Wing entrance to the Emergency Room
- Please feel free to ask staff for directions to the nearest smoking area.

Important Security Telephone Numbers

Provost Marshal.....	433-4465
Deputy Provost Marshal	433-4467
Operations Officer.....	433-4468
DA Police Chief	433-7195
DA Police	433-1111
ID Badges.....	433-6671
Information Center.....	433-6661
Lost and Found.....	433-4468
Vehicle Registration Info.....	433-6671
Emergency Room.....	433-6629
Ambulance	911



Visitation Policies

Generally, visitation hours are intended to allow the greatest flexibility for your friends and family to support and visit with patients, while balancing the safety and health of all the patients on the unit.

Each inpatient unit may have specific requirements for visitors due to the type of unit (example: Intensive Care Unit or the Psychiatric Units), but generally visitation is allowed daily, 8 am to 10 pm. On the Labor and Delivery Unit, visitation is based on the patient's condition, but may be at any time of the day or night. In units such as the Pediatric and Mother-Baby Units, a designated adult family member may remain to support the patient.

Before making arrangements for visitors, patients should consult with their Primary Nurse, who can address patient safety and unit-specific conditions that may affect number of visitors or hours of visitation.

Due to the size of rooms and equipment required to provide care, visitors are generally limited to two at a time. Each unit has a common visitation area where patients may come to visit with larger groups of visitors.

Children are especially at risk for infection and illnesses. Inpatient units may restrict

visitation of children unless they are a sibling or child of the patient, and all children visitors must be supervised by an adult other than the patient.

Before deciding to visit a patient admitted to Tripler, visitors should assess their personal health. If visitors have symptoms that may indicate an illness, such as coughing, runny nose or open wounds that may transmit infections, the nurse will direct the visitor to depart the unit or wear appropriate protective equipment, such as a mask. The nurse's primary concern is the safety and healthcare for all the patients on the unit.

Tripler is a military installation. Its security policies follow regulations established by U.S. Army Garrison-Hawaii. All visitors are checked at the main entrance to ensure the security of this military installation. Those without federal ID cards will be required to process through the visitor center and obtain a visitor pass. Please see Provost Marshal entry on page 18 for more information.

If you have any questions about visiting a patient at Tripler, please contact the nurse caring for the patient. Call the information desk (433-6661) to be connected to the nurses' station.



HOSPITAL SERVICES



American Red Cross

Telephone 433-6631

After Hours and Emergency

Communication Services (877) 272-7337

1st Floor, B Wing, Room 1B109

Hours: Weekdays, 9 am to 1 pm

The American Red Cross provides reporting and communication services for active-duty military members, retirees and family members. It also provides access to emergency communications, information and referral, disaster assistance, and volunteer opportunities at Tripler Army Medical Center and at other locations state-wide.

Other Red Cross Service Centers

Center	Location	Telephone
Hawaii Chapter	Diamond Head ...	734-2101
Hickam AFB	Bldg. 1105	449-0166
Marine Corps Base		
Hawaii (Kaneohe) ...	Bldg. 216	257-8848
Schofield Barracks ..	Bldg. 750	655-4927

Armed Services YMCA

Telephone 833-1185

Free Child Waiting Room, Well Baby Waiting Room

*1st Floor, E Wing, on corridor between the VA
Regional Office and Tripler C Wing*

Hours: Weekdays, 8 am to noon; Closed on
holidays

Parents are responsible for ensuring the supervision of their children while in the clinic. Call 833-1185 to reserve a spot in the Armed Services YMCA's Children's Waiting Room for childcare at TAMC during medical appointments. Donations are accepted to help keep the child watch program going.

Well-Baby Clinic immunization appointments for ages six weeks to 4 years are handled through Central Appointments at (808) 433-2778 for patients with Tripler as their primary care center.

The initial well-baby appointment two weeks after birth is scheduled at the time of discharge from the nursery. They are also scheduled by calling 433-9226.

Parents of infants whose primary care provider is at Schofield Barracks, Pearl Harbor, Kaneohe MCBH, Hickam AFB or Wheeler AFB need to schedule their well-baby immunization appointments at their respective clinics.

Birth Certificates

Telephone 433-2031
5th Floor, B Wing, Room 5B057

Mother/Baby Unit

Hours: Weekdays, 8:30 to 11:30 am, 12:30 to 2:30 pm; Closed on weekends and holidays

The Hawaii State Department of Health requires that all birth certificates be filed within one week of the child's birth. Birth certificates are legal documents and, as such, must be letter perfect.

Parents should complete the birth certificate worksheet as soon as their baby is born and take it to the birth certificate office. The birth certificate clerk will provide parents with a statement of birth in order to update personnel records and to enroll the newborn baby into DEERS.

You can order certified copies of the birth certificate from the state's Department of Health by mail:

*Hawaii State Department of Health
Vital Records Section
P.O. Box 378, Honolulu, HI 96801*

Or through its Web site: http://www.hawaii.gov/health/vitalrecords/vitalrecords/vital_records.html.

It usually takes about four to six weeks before certified copies are available. The Social Security card is ordered automatically and takes about 13 weeks to receive, unless you do not want it automatically sent to you or if you had multiple births. In that case, you will need to apply for the card at the Social Security office. Call the birth certificate clerk at 433-2031 if you have questions (i.e. unwed, divorced, alien, etc.).

Chaplain

Telephone 433-5727
After Duty Hours, call information desk..433-6661

Department of Ministry and Pastoral Care
3rd Floor, D Wing, Room 3D149

Patients can also ask their nurse to contact the chaplain.



The Department of Ministry and Pastoral Care (DMPC) offers chaplain ministry 24 hours a day. Pastoral care includes assistance with religious, personal, marriage and family problems. Tripler's chaplains strive to meet the religious and spiritual needs of the hospital community with professional competence and compassion.

Religious Services

Chapel Services are conducted: 3rd Floor, D Wing

Protestant: (General Protestant) Sunday, 9 am, Eucharist (Communion) upon request.

Bible Study: Tuesday, noon to 1 pm.

Catholic: Masses conducted Saturday, 5 pm; Sunday, 11 am; Weekdays, noon. Baptisms and marriages upon request.

Meditation Chapel: 6th Floor, A Wing (down the hall from the surgical suite), open 24 hours daily for prayer and meditation.

Religious literature is available for personal spiritual encouragement. Referrals for specific denominational points of contact can be obtained through the Chaplain's Office at 433-5727.

Jewish: Jewish services may be arranged with the Jewish chaplain as needed. Call 473-3971 for scheduling.

Volunteers: Volunteers are always needed to visit patients. Contact the American Red Cross at 433-6631 (See "American Red Cross").

Customer Relations (Patient Advocate)

Telephone433-6336

On holidays and weekends433-6661/2
(Ask to page the AOD Telephone)

Fax.....433-2195
tamc.cro@amedd.army.mil

Mountainside Entrance, 4th Floor, 4G818, next
to the Blind Vendor

Mailing Address

Tripler Army Medical Center MCHK-CRO
1 Jarrett White Road
Honolulu, HI 96859-5000

Hours: Weekdays, 7:30 am to 4 pm

The Customer Relations staff assists patients and family members resolve their healthcare concerns by serving as liaison between the patient and the staff. They also welcome compliments about any service you receive. This helps Tripler’s managers identify the good our staff is doing and ways to improve service as needed throughout the medical center. You can comment on services you receive through the internet by clicking on the “ICE” link located on bottom: <http://www.tamc.amedd.army.mil>

Dining Options

NOTE: Hours may change on holidays.
The Nutrition Care Division manages the

excellent dining options on this page. Inpatients and staff are encouraged to eat in the dining facility where the largest selection of food is offered in an outstanding dining room atmosphere.

Anuenue Café433-5330

This Army Dining Facility is on the 1st Floor, B Wing, Oceanside

Breakfast: Weekdays, 5:45 to 9 am; Weekends, 6:30 to 8:30 am

Lunch:

Open to ambulatory inpatients and Tripler/VA staff with ID Badge: Weekdays, 11 am to 2 pm

Open to ALL diners: Weekdays, 12:30 to 2 pm; Weekends, 11 am to 1:30 pm

Dinner: Weekdays, 4 to 6:30 pm; Weekends, 4 to 5:30 pm

Gecko Grab n’ Go: Weekdays, 7 am to 3:30 pm; Weekends, closed

Other Places To Eat

Food Court833-1259

Take out orders taken 1st Floor, C Wing
Breakfast grill, pizza, lunch specials

Hours: Weekdays, 6 am to 7 pm; Weekends, 8 to 11 am

Starbucks Coffee: Weekdays, 6 am to 8:30 pm; Weekends, 8 am to 2:30 pm



Subway833-1259

1st Floor, C Wing

Hours: *Weekdays, 10 am to 9 pm; Weekends,
10 am to 3 pm*

Blind Vendor Stand833-4026

4th Floor, G Wing, near Mountainside Entrance

Hours: *Weekdays, 5 am to 4:30 pm*

Hot coffee, cold drinks, pastries, snacks, packaged sandwiches.

Vending machines are located throughout the medical center's main corridors.

Human Animal Bond Program

American Red Cross Office433-6631

1st Floor, B Wing, Room 1B109

Tripler's Human Animal Bond (HAB) Program offers a unique therapy with the help of several, very special pets. This program uses specially chosen dogs, cats and rabbits to assist patients who are recovering from physical, mental or social illness.

The American Red Cross Office partners with Tripler to oversee the HAB program, bringing pets to wards, clinics and waiting areas for informal visits. All animals are screened by Veterinary Services and must pass strict behavioral and physical qualifications to be a part of this program. All handlers also receive special training.

Inspector General

Telephone433-6619/OIG Office

Fax433-1830

1st Floor, B Wing, Room 1B109

Hours: *Weekdays, 7:30 am to 4 pm*

The Pacific Regional Medical Command Inspector General (IG) assists Tripler Army Medical Center, Schofield Barracks Health Clinic, Warrior Transition Battalion, 18th Medical Deployment Support Command, Pacific Regional Dental Command, Pacific Regional Veterinary Command, MEDDAC-Japan and MEDDAC-Korea staff, their families and patients. The Inspector General provides clarification and guidance on Army regulations, policies and procedures. The office conducts thorough, objective, and impartial assistance, inspections, assessments, inquires and investigations in support of operations, leaders and Soldiers. The office networks with Inspectors



General offices throughout the world to establish facts and resolve issues. Complaints or requests for assistance should first be addressed at the lowest level possible where the incident or situation occurs.

Call for appointments at the numbers listed above. If no one is available, the voicemail system will record your message and your call will be returned as soon as possible. You may fax us, in writing, an issue or concern.

If your concern is about patient care, try to resolve the problem first through the Customer Relations Office (see Page 22) located on the mountainside entrance on the fourth floor, or call 433-6336.

Judge Advocate

*Telephone433-5311/2472
2nd Floor, D Wing, Room 2D222*

Customer Service Hours: *Mon, Tue and Fri, 9 am to 3 pm; Wed, 9 am to noon; Thur, 1 to 3 pm*

The Office of the Center Judge Advocate (CJA) provides legal support to the Tripler command and staff in the areas of Healthcare law, Administrative and Civil law, Military Justice, Medical Tort Claims, Medical Affirmative Claims, Fiscal Law, and Ethics.

The CJA office provides limited legal assistance services to patients, Tripler military staff and their families, to include:

- **Walk-In Basis:** Powers of Attorney; Advance Medical Directives; and Notarizations (to include Certified Copies)
- **By Appointment:** Wills (Inpatients, Tripler staff and their Families only)

For all other legal assistance services please contact the Legal Assistance Office at Fort Shafter (438-6725) or Schofield Barracks (655-8607/8). For frequently asked questions, please see the JAG Corps Legal Assistance Web page at <http://www.jagcnet.army.mil/Legal> or the USARPAC Legal Assistance Web page at <http://www.usarpac.army.mil/SoldierFamilyWellBeing/Reintegration/Legal.htm>.

The CJA office also provides legal support to our Warriors in Transition and those Soldiers going through the medical board process at an office located on Schofield Barracks (655-9114/6656).

Nursing Care

Telephone433-4805

Administrative Offices are Located:

3rd Floor, C Wing, Rooms 3C102 and 3C107

Nursing Stations are Located:

Beginning of In-Patient areas on various floors

Throughout your hospital stay, a highly skilled nursing staff works together with you and your physician to restore, promote and maintain your health and well-being. Wherever your care is provided, you can rely on the nursing staff to welcome you and your family and to make you feel at home.

Professionally trained nurses continually plan, coordinate and provide the expert care and health management based on a professional model of

nursing practice that focuses on communication with the patient and family. Nurses understand how important it is that the patient's special health care needs and other concerns are met. You will be assigned a Primary Nurse during your hospital stay to create and carry out a plan of care. Please do not hesitate to ask questions or share your concerns with your nurse. Tripler nurses are the pride of the Pacific!

Public Affairs

Telephone433-5785

Fax.....433-6558

3rd Floor, A Wing, Room 3A016

tamcpublicaffairs@amedd.army.mil

Mailing Address

*Tripler Army Medical Center
Public Affairs Office, MCHK-IO
1 Jarrett White Road
Honolulu, HI 96859-5000*

The Tripler Public Affairs Office (PAO) provides various information products to keep more than 400,000 eligible beneficiaries in the Pacific Basin informed and educated about their health benefits at Tripler and its outlying clinics. The office's community relations, internal communications, and media relations programs keep Tripler Army Medical Center's many internal and external audiences and stakeholders informed about the Army's healthcare issues and programs.

Retail Services

Banking

Tripler Federal Credit Union833-1257

1st Floor, C Wing, Room 1C016

<http://www.triplerfcu.com>

Hours: *Weekdays, 9 am to 3 pm*

The Tripler FCU offers service to its members only. Its ATM is located on the 4th floor, Mountainside Entrance.

First Hawaiian ATM

A First Hawaiian Otto Cash Express teller machine is available on the 1st Floor, A Wing, between the Tripler Information Center and the elevators.

Barbershop.....839-6810

1st Floor, C Wing, Room 1C105

Hours: *Weekdays, 9 am to 5 pm*

Carlson Wagonlit Travel 848-1941

Fax..... 847-1442

*Fort Shafter, Bldg. 442, across from thrift shop, on
Pierce Street*

Hours: Weekdays, 7:30 am to 4 pm, except holidays

All travel reservations and ticketing for Tripler personnel on official travel orders are serviced at the Carlson Wagonlit's Fort Shafter office.

Florist..... 833-3367

1st Floor, C Wing, Room 1C109

<http://www.flowersonbase.com>

Hours: Weekdays, 9 am to 5 pm; Closed weekends and holidays

The Flower Shop offers floral selections, plush toys and balloons, for U.S. and international delivery. Specialized services include wire service. Major credit cards and Star Card are accepted.

Laundry Service..... 833-1029

1st Floor, C Wing, Room 1C103

Hours: Weekdays, 8 am to 5 pm; Closed weekends and holidays

The PX laundry and dry cleaning concession serves active-duty military and family members. Star Card accepted.

Optical Shop..... 839-2288

1st Floor, C Wing, Room 1C107

Hours: Weekdays, 9 am to 5 pm; Closed weekends and federal holidays

The Optical Shop offers lens treatment and tinting on prescription lenses and nearly 500 frames to choose from. Free adjustments for glasses. Contact lens orders taken. Star Card, Visa, Discover, AMEX and MasterCard are accepted.

Post Office (USPS)..... (800) 275-8777

1st Floor, C Wing, Room 1C027

<http://www.usps.com>

Hours: Weekdays, 10 am to 2 pm; Closed holidays

Tripler's post office provides routine postal services. It is located next to the Tripler internal mail distribution office. See page 15.

Post Shoppette..... 833-1267

1st Floor, C Wing, Room 1C502

Hours: Weekdays, 8 am to 6 pm; Sat, 9 am to 3:30 pm; Closed Sun and federal holidays

The exchange is open to authorized military personnel, patients and their family members, and Tripler staff. The exchange has selections of small gift items, toilet articles, magazines, and snacks.





MEDICAL CLINICS, DEPARTMENTS & PROGRAMS



Adult Medicine Clinic

Central Appts.....433-2778

Clinic Info.....433-9237

3rd Floor, H Wing, Oceanside (across from the Emergency Department)

Clinic Hours: *Weekdays, 8 am to 8 pm*

Military Sick Call Hours: *Weekdays, 7 to 8 am, 5 to 6 pm; Closed weekends and all federal holidays*

The Adult Medicine Clinic offers a full spectrum of healthcare services by appointment for adult beneficiaries empanelled with the clinic.

Military sick call is on a walk-in basis on weekdays, for those members empanelled to the clinic with acute or urgent needs. For more information, please call 433-9237 weekdays, from 8 am to 8 pm.

The Clinic's Care Focus includes:

- Preventive health services for adults
- Acute care of adult health issues
- Comprehensive, routine care for adult health issues
- Women's health services including Pap smears and breast cancer screening
- Diabetic comprehensive care

- Geriatric care
- Immunizations
- Periodic and DoD physical exams

Allergy/Adult Immunization Clinic

Telephone 433-2778 ext. 5, 3

4th Floor, C Wing (Dept. of Medicine)

Hours: *Weekdays, 7:30 am to 4 pm*

Walk in Hours: *Allergy shots are given Mon and Wed, 1 to 3 pm; Fri, 7:30 to 8:30 am*

Immunizations *are given Tue, 1 to 3 pm; Wed and Fri, 9 to 11:30 am*

ASSIST

Augmentation of Special-Needs Services and Information to Students and Teachers

Telephone(808) 433-1479

DSN.....(315) 433-1479

Fax..... 433-2304

Administrative Office

7th Floor, C Wing, Room 7C004

Hours: *Weekdays, 8 am to noon, 1 to 4 pm; Closed weekends and holidays*

Field offices are located at various elementary schools on Federal Property.

Iroquois Point

Elementary School..... 499-6500 ext. 241
Makalapa

Elementary School..... 421-4110 ext. 249
Mokapu

Elementary School..... 254-7964 ext. 241
Wheeler AAF, Bldg. 685..... 656-0256/8

ASSIST provides services to children primarily at schools located on military bases. There are three main areas of focus for ASSIST:

1. The evaluation and provision of services (to include supportive and therapeutic psychological services for military students, parents, and families) for medical conditions with educational implications (such as Attention Deficit/Hyperactivity Disorders, autism, and dyslexia).
2. Web site access for completion of questionnaires and linkages to other rated Web sites that can be found at: <http://www.assist.army.mil>.
3. The provision at those schools of medically prescribed occupational and physical therapy.

Benefits of ASSIST include: less time spent by the families visiting physicians in order to make the diagnosis, an expedited evaluation process by specially trained Clinical Psychologists, access to a well-rounded, unbiased, and scientifically-sound source of information at one site, a single, secure Web site for completion of questionnaires for the Department of Defense, and medically-based physical and occupational therapy by specially trained individuals (the services address the physical/medical needs of the child, whereas the services provided by the educational system address the OT/PT services needed for educational goal attainment).

Blood Donor Center

Telephone 433-6148/95
2nd Floor, A Wing, Room 2A207

Walk-Ins: *Mon-Thru, 8 am to 3:30 pm; Fri, 8 am to noon*

The Blood Donor Center always welcomes donors, because blood and blood products are in high demand. If you are willing to donate blood or to coordinate a blood drive, please visit or call the donor center for more information and/or an appointment.

Emergency Services

Emergency..... 911
Pediatric Clinic (weekday hours) 433-6697

AN EMERGENCY IS DEFINED as a condition or injury that, if not treated immediately, could endanger the life or health of the individual or cause permanent disability. We recognize that a parent may not be sure whether their child's problem is an emergency. If you have any questions, please call ER at 433-6629 or the Pediatric clinic at 433-6697 during clinic hours.

Exceptional Family Member Program (EFMP)

Telephone 433-4441
DSN..... (315) 433-4441
Fax..... 433-4316

7th Floor, A Wing, Room 7A007

Hours: *Weekdays, 8 am to noon, 1 to 4 pm; Closed weekends and holidays; Screenings by appointment only*

The Exceptional Family Member Program (EFMP) identifies and documents the special medical, mental health and/or educational needs of family members, to ensure that those needs are considered during the assignment process.

Enrollment in EFMP is mandatory for all family members of active-duty service members with needs requiring specialized services.



Office of Special
Needs and Services

7th Floor, C Wing, Room 7C004

Telephone..... 433-6205
DSN..... (315) 433-6205
Fax 433-2304
Hours: Weekdays, 8 am to noon, 1 to 4 pm;
Closed weekends and holidays

The Office of Special Needs and
Services is made up of three components:

- Augmentation of Special-needs Services and Information to Students and Teachers (ASSIST)
- Developmental Pediatrics
- Exceptional Family Member Program (EFMP)

See each section for description and services available.

Enrollment Criteria Include:

- Any potentially life-threatening conditions and/or chronic medical/physical conditions requiring follow-up support more than once a year or specialty care
- Mental health conditions (current and chronic - duration of 6 months or longer)
- Inpatient or intensive outpatient mental health services within the past 5 five years
- Intensive mental health services required at the present time
- Asthma or other respiratory-related diagnosis with chronic recurring wheezing
- Attention Deficit Disorder/Attention Deficit Hyperactivity Disorder
- Adaptive equipment
- Assistive technology devices
- Environmental/architectural considerations
- Special education services specified on an Individualized Education Program (3 to 21 years of age)
- Early intervention services for birth to 3 years of age

The family member should be enrolled when initial diagnosis of a medical condition is made and/or awareness of special educational concerns are addressed. Information should be updated at least every three years or whenever there is a substantial change in condition. This process applies to adults as well as children. Screening is required for all family members requesting travel to an overseas assignment.

Family Medicine Clinic

Central Appts..... 433-2500

Clinic Info..... 433-3300

1st Floor, D Wing, Room 1D350

Hours: Weekdays, 8 am to 4 pm

Clinic Hours: Weekdays, 7:30 am to 4 pm

Extended Hours: Mon-Thu, 4 to 7 pm

Immunization Hours: Weekdays, 8 am to 4 pm

Extended Hours: Mon-Thu, 4 to 7 pm

Closed weekends and all federal holidays

The Family Medicine Clinic physicians, resident physicians and mid-level providers offer a full spectrum of healthcare services for enrollees of all ages. The Family Medicine team also includes a clinical pharmacist, a family counselor, a nurse educator and a clinical psychologist.

With the exception of sick call, all patients are seen by appointment. Patients who walk in without an appointment will be evaluated by a Registered Nurse, but may experience a wait. For more information, please call 433-3300 weekdays, 8 am to 4 pm.

The Clinic's Care Focus is:

- Preventive health services
- Routine continuity care for chronic health issues
- Acute and urgent illness
- Continuity for obstetric care to include pre-natal and deliveries
- Newborn care
- Women's health services including Pap smears and breast cancer screening
- Family Planning, to include oral contraceptives, IUD and Implanon insertion
- Routine well-child and adolescent care
- School and sports physicals
- Adult and geriatric care
- Immunizations
- Sports medicine
- Minor skin surgery and cryosurgery
- Vasectomy
- Colposcopy and exercise treadmill testing
- Periodic and DoD physical exams

Infectious Diseases Clinic

Telephone..... 433-6513

4th Floor, H Wing, Medical Specialties

Hours: Weekdays, 7:30 am to 4 pm

The Infectious Diseases Clinic is a referral clinic for other medical providers who need



consultation regarding their patients with either difficult-to-diagnose or difficult-to-treat infections. We allow self-referral for two diagnoses only: HIV disease or for leisure travel advice.

Immunization Clinic (Pediatric)

Telephone 433-6234

4th Floor, F Wing, Room 4F702, Mountainside

Hours: Weekdays, 8 am to 4 pm; Sat, 10 am to 4 pm by appointment only

No appointments are necessary, but each patient must sign in at the front desk. Please bring immunization record, medical record, outpatient medical card and ID card, as applicable for age. Minors being immunized must be accompanied by parents or legal guardians who must sign their consent forms. Adolescents with appropriate records may be immunized in the Adolescent Clinic (See Pediatric/Adolescent Clinic on Page 33).

If you have a child who needs to be seen in the Pediatric Clinic and have other children, please try to arrange for childcare to minimize the number of children who may be exposed to illness.

Obstetrics & Gynecology Department

Telephone 433-2778-4-1

4th Floor, H Wing, Room 4H508, Use Mountainside Entrance

Hours: Weekdays, 8 am to noon, 1 to 4 pm, except on Tue, opens at 10 am

Active-Duty Sick Call: Weekdays, 8 to 9 am, except Tue, noon to 1 pm

The Obstetrics and Gynecology (OB/GYN) Clinic is a medical specialty clinic that offers services in obstetric and gynecologic care. Also offered are several other Sub-Specialty clinics that include Maternal Fetal Medicine, Reproductive Endocrinology (Infertility), Gynecologic Oncology and Urogynecology.

Armed Services YMCA

**Free Child Waiting Room
Well Baby Waiting Room**

Telephone 833-1185

1st Floor, E Wing, on corridor between the VA Regional Office and Tripler C Wing

Hours: Weekdays, 8 am to noon;
Closed on holidays

Parents are responsible for ensuring the supervision of their children while in the clinic. Call 833-1185 to reserve a spot in the Armed Services YMCA's Children's Waiting Room for childcare at TAMC during medical appointments. Donations are accepted to help keep the child watch program going.

Medical Clinics, Departments & Programs

Urgent care is provided in the same-day emergency clinic (SDEC).

The OB/GYN Clinic is located on the 4th floor of the H Wing and is easily accessed through the Mountainside Entrance of the medical center.

Gynecology

Appointments to the Gynecology Clinic or one of its sub-specialties: Reproductive Endocrinology (Infertility), Gynecologic Oncology, Colposcopy or Gynecologic Urology are generally made by referral or consultation.

The OB/GYN clinic will call you after it receives a referral to schedule the appointment with you. However, you may also refer yourself for family planning services or well-woman care through Central Appointments 433-2778.

Obstetrics

Mothers must be eligible beneficiaries to deliver at Tripler and may call the OB clinic for more information.

Mothers at Tripler receive quality medical care before, during and after their pregnancies. A positive result on a home pregnancy test is all that is required for patients to begin receiving prenatal care.



Newly expectant moms or those transferring to Tripler from another facility may contact Central Appointments for an obstetric registration appointment.

After the registration visit, we will make you another appointment with a healthcare provider for a physical exam and complete review of the records. You will be assigned to an “OB Continuity Team” and assigned a Medical Support Assistant (MSA) who will assist you in making all follow-up appointments.

Be sure to bring all the records you have if obstetric care was started elsewhere.

At your registration appointment, we will discuss the options available to you for your care at Tripler during your pregnancy, i.e. Family Medicine, OB, Certified Nurse Midwives.

A variety of free parenting and pregnancy classes are also available, including boot camps for dads, sibling classes, labor preparation for siblings to attend delivery, breastfeeding and labor and delivery tours.

Antepartum Diagnostic Center

6th Floor, F Wing, next to Labor and Delivery

The Antepartum Diagnostic Center provides testing and consultation for high-risk pregnancies.

The center staff performs highly specialized and detailed ultrasound examinations, non-stress testing for high-risk pregnancies and various forms of genetic testing and prenatal diagnoses. Patients are referred by the provider seeing them for OB care.

Once your OB provider determines that you need an ultrasound, they will direct you to call the Antepartum Diagnostic Center. Appointments are made directly through the Antepartum Diagnostic Center. The Antepartum Diagnostic Center will call patients to schedule appointments for direct consult referral for genetic counseling and other medical concerns once a consult has been placed by your OB provider.

Labor and Delivery

6th Floor, F Wing

Labor and Delivery is easily accessed through the 4th Floor Mountainside Entrance of the medical center. Labor and Delivery is primarily for expecting mothers in active labor or with complications. It is always open and operates a triage desk and exam area for acute obstetric emergencies (20 weeks and above gestation).



For obstetric emergencies, patients who are below 20 weeks in their pregnancy are asked to contact the same-day emergency clinic during normal clinic hours. Contact the Tripler ER at 433-6697 or Schofield Acute Care Clinic at 433-8850 at night, and during weekends and holidays.

Newly remodeled birthing suites provide mothers with a comfortable and homey labor and delivery experience. The large, wide-open rooms come furnished with state-of-the-art medical equipment, cabinets for storage, baby warmers, overstuffed sleeper chairs, television and an island touch with a mountain window view and seascape pattern on the ceiling. Several rooms offer Jacuzzi tubs to ease labor discomfort.

Tripler has implemented several initiatives to provide optimum care for pregnant women:

- Expectant mothers are seen by the same healthcare provider or team of providers during their pregnancies.
- Follow-up appointments for the mother are made before they leave the clinic.
- All patients receive second trimester ultrasounds.
- 21 “stork” parking spaces in the Oceanside and 12 in the Mountainside Parking Lots are reserved for high-risk pregnancies and mothers at 36-weeks gestation.

Parking passes are arranged by your health-care provider.

- All patients needing anesthesia service are given dedicated support.
- New mothers are offered a special celebratory meal for her and a guest.

All staff physicians providing obstetrical care are fully credentialed and are either board-certified or board-eligible with their national organizations.

A team of pediatricians attends all caesarean deliveries and other high-risk deliveries. Neonatal Intensive Care Unit with Neonatologist is on site. Labor and Delivery provides pain management services with 24-hour availability and highly skilled nurse anesthetists and anesthesiologists.

The OB/GYN department has several women's health nurse practitioners and certified nurse midwives.

Labor and Delivery has highly trained, caring, and compassionate nurses who hold national certifications for inpatient obstetrical nursing.

There are two certified lactation consultants on site to support breastfeeding mothers.

Women may also choose to be followed through their pregnancies with their family medicine physician. Family Medicine sees obstetrical patients at Tripler, Schofield Barracks, Kaneohe Bay and Pearl Harbor.

Same-Day Evaluation Clinic

The Same-Day Evaluation Clinic (SDEC) offers obstetric evaluations on a walk in basis for urgent pregnancy concerns during normal clinic operating hours until 3:30 pm. These evaluations are for obstetrical patients, post-partum, post-op surgical patients and emergent GYN consults. Patients are prioritized by the SDEC nurse and evaluated by our SDEC doctor. These evaluations are for acute pregnancy concerns and should not be confused with routine obstetric care.

OB Advice Nurse433-2778 ext. 73
Hours: *Mon, Wed-Fri, 8 am to 3:30 pm; Tue, 10 am to 3:30 pm*

The OB Advice nurse offers advice to pregnant women with pregnancy concerns that may or may not need immediate attention. Common concerns may include medication or vaccine safety, coping with pregnancy symptoms, or whether or not to be seen, or other unanticipated concerns. If you are nearing your delivery date and have labor and delivery concerns please call labor and delivery triage.

Nutrition Outpatient Clinic

Telephone433-4950
4th Floor, A Wing
Hours: *Weekdays, 7:30 am to 4 pm*

The Nutrition Outpatient Clinic is a referral clinic for other medical providers who need consultation regarding their patients. We also allow self-referral for two conditions: Active Duty Weight Management programs and general adult wellness. Consults are triaged according to location of service or family member, and the patient may be seen at Tripler or Schofield Barracks Health Clinic.

Pathology Department

Specimen Collection Laboratory

Telephone433-6666/4
4th Floor, G Wing, Room 4G216, near Mountainside Entrance (effective Feb.-June 2010, temporary location is 2nd Floor, G Wing, Room 2G011, Mountainside Entrance)
Hours: *Weekdays, 7 am to 4:30 pm*

Patient blood and urine specimens for testing are collected at the Specimen Collection Laboratory per physician's orders.

Pathology Services

2nd Floor, G Wing (most other operations)
Hours: *Weekdays, 7:30 am to 4 pm*

The Department of Pathology and Area Laboratory Services provides a full range of essential medical laboratory science services in support of Tripler and other DoD health facilities throughout the Pacific. We are committed to service excellence and the delivery of high quality, clinically relevant information quickly, so physicians and clinical staff may provide patients with superior healthcare.

Our staff of 180 military and civilian medical lab science professionals and administrative support personnel provide the following services:

- Anatomic Pathology, including surgical pathology, autopsy, and cytology
- Tissue biopsy and cytologic examinations for determination of cancerous and reactive infectious conditions and tissue confirmation
- Autopsy
- Tumor registry to assist clinicians in following patients with malignant diagnoses
- Clinical Pathology, including chemistry, virology/immunology, microbiology, hematology and blood bank
- Specimen collection and analysis of blood and other body fluids for bio-chemicals, physical properties, or infection
- Flow cytometry
- Blood collection from donors and processing into FDA-licensed blood products
- Maintaining a supply of blood products and issuing them for patient care
- Consultation to clinicians and others on the laboratory science aspects of healthcare.
- Training programs for military and civilian laboratory science students

Tripler laboratories are accredited by the College of American Pathologists to ensure the reliability of patient specimen test results. The blood collection and transfusion services are accredited by the American Association of Blood Banks and comply with Food and Drug Administration requirements intended to ensure the safety and purity of blood and blood products for transfusion. Microbiology laboratories participate in the CDC Laboratory Response Network.

Tumor Registry433-6664
2nd Floor, G Wing, Room 2F301, near Mountain-
side entrance

Hours: Weekdays, 7 am to 4:30 pm

Our Tumor Registry is accredited by the American College of Surgeons.

Patient blood and urine specimens for testing are collected at the Specimen Collection Laboratory.

Core (STAT) Laboratory433-6159/2290
2nd Floor, F Wing, Room 2F301A, Mountain-
side Entrance

Hours: 24 hours a day, 7 days a week

The Core lab processes and tests routine and high priority patient specimens.

Pediatric/Adolescent Clinic

Telephone433-6697

Appointments at Tripler433-9226/2778

Adolescent Clinic Emergencies.....433-4165
(for same-day appointments)

Tripler Exceptional

Family Member Program433-6205

4th Floor, F Wing

Hours: Weekdays, 8 am to noon, 1 to 4 pm; Sat,
10 am to 4 pm by appointment only

To improve patient care and reduce waiting time, the Tripler Pediatric Clinic normally sees children by appointment only. Patients are seen in the following order:

1. Emergencies
2. Patients with scheduled appointments
3. Patients who walk into the clinic without appointments

All patients with acute problems will be seen, but walk-ins may have to wait up to three hours, depending on the seriousness of their problems. To minimize waiting time, call for a same-day appointment.

Appointments for the Pediatric Clinic are made through the Pediatric Appointment System at 433-9226/2778. Dial and listen for instructions.

The pediatric/adolescent clinic has expanded so it can accommodate all patients. To enroll in our outstanding clinic, please ensure you are enrolled in TRICARE and go online to easily book appointments, <http://www.tricareonline.com>.

If your physician requests that you bring your child back for a follow-up appointment, a nurse will make sure you have an appointment before you leave.



Frequently Called Numbers
for Children Health Problems

Air Force Health Nurse.....	449-1269
Hickam Pediatric Clinic.....	448-6282
Kaneohe MCBH Pediatric Clinic	257-5017
Navy Relief Nurse.....	423-1314/5
Pearl Harbor Pediatric Clinic	471-1880
Poison Control Center	941-4411
Schofield Aviation Medicine Clinic	433-8275
Schofield Family Practice Nurse Line	433-8111/55
Schofield Health Nurse.....	433-8675

School physical appointments are also made through Pediatric Appointments at 433-9226/2778.

Pediatrics specialty care appointments are by appointment only or physician referral. Call the regular Pediatrics Appointment Line, 433-9226/2778 for the pediatric specialties below:

- Cardiology
- Infectious diseases
- Gastroenterology
- Endocrinology
- Hematology/Oncology
- Rheumatology
- Pulmonary
- Neurology

For other pediatric specialties, call as indicated:

- Cerebral Palsy: ext. 2778
- Developmental Pediatrics: ext. 2778
- Myelodysplasia: ext. 2778
- Nephrology: ext. 4165

Infants: All children born at Tripler are seen in the well-baby clinic. We have appointments 365 days a year to monitor your child's first few days of life.

Pediatrics (Developmental)

Telephone	433-6205
DSN	(315) 433-6205
Fax.....	433-2304
7th Floor, C Wing, Room 7C004	

Hours: Weekdays, 8 am to noon, 1 to 4 pm; Closed weekends and holidays

Developmental Pediatrics cares for children with a multitude of chronic handicapping

conditions. Professional staff includes: child neurology, developmental pediatrics, genetics, child psychology, pediatric neuropsychology, pediatric occupational therapy, pediatric physical therapy, speech and language pathology for children less than three years of age, and medical social work. Clinics available through Developmental Pediatrics include: Attention Deficit/Hyperactivity Disorder, DME Clinic, Feeding/Swallowing Clinic, Genetics/Metabolic Clinic, Individual Developmental/Behavioral, Neurology Clinic, Neuromuscular Clinic, Special Care NICU Follow-up Clinic, Zero to Three Clinic.

ADHD Clinic

This clinic provides comprehensive assessment for children 4 to 17 years of age suspected of having an Attention Deficit Hyperactivity Disorder, and co-morbid disorders. The ADHD Clinic also provides education for parents and their children about ADHD.

ADHD Parents Group

This group provides training in child management and school consultation techniques for parents of noncompliant, defiant, and/or oppositional children (ages 3 to 12), with or without ADHD (Attention Deficit/Hyperactivity Disorder). Meetings are usually held on Monday mornings and/or Wednesday afternoons for ten sessions. Patients are accepted only by referral from their primary care or specialty provider.

Pharmacy Service (Outpatient)

For Information	433-7880
For Refill Requests.....	433-6962
4th Floor, G Wing	

Prescription Services
on the Island of Oahu

With the exception of "special order" or "non-formulary" medications, you can pick up most of your prescriptions (new and refill) to include controlled substances at any of the military pharmacies (Tripler, Schofield, Hickam, Pearl Harbor and Kaneohe Bay) regardless of where the prescription was originally written. You are not restricted to one particular pharmacy. For example, you can go to Tripler to receive your prescription that was originally written at Pearl Harbor. Vice versa, you can go to Hickam or

Pearl Harbor to pick up your prescription that was written at Tripler.

NOTE: If your doctor or the pharmacy told you that the medication is a “special order” or “non-formulary,” please pick up the prescription where it was written. If you want to pick up at another pharmacy, please coordinate directly with that pharmacy before showing up. Otherwise, the pharmacy may not be able to fill your prescription.

ID Card Policy

In order to pick up prescription from the pharmacy, the pharmacy will need to see the patient’s military ID card or a photocopy (both front and back) of the patient’s military ID card. For patients being discharged from the hospital, the pharmacy will accept the inpatient identification wrist band or inpatient ward identification stamp card in lieu of the patient’s military ID card. Parents can use their own military ID to pick up prescriptions for their family members who are 17 years and younger. For family members who are 18 years or older, the parent will need to have the family member’s military ID card to pick up the prescription.

Location and Operation, Hours of Outpatient Pharmacy New Prescriptions

4th Floor, G Wing, TAPA Way next to H Wing

Hours: *Weekdays, 8 am to 7:30 pm; Sat, 8 am to 4 pm; Closed Sun and federal holidays*

Refill and Will-Call Prescriptions

To Request Refills 433-6962

4th Floor, G Wing, EWA TAPA Way next to F Wing

Hours: *Weekdays, 8 am to 4 pm*

Refill: All refill requests must be called-in (433-6962) in advance. The automated refill request line is available 24/7. If you call before 6 pm, your prescription will be ready for pick up the next duty day. If you forgot your prescription numbers or do not know if you have any more refill left, please call 433-7880 for information.

Will-Call: If you forgot to call-in your refill request, you can still get your refills but it will take at least 2 hours. Please go to the refill window and fill out a will-call request.

Frequently Asked Questions

- 1. What do I need to pick up my prescriptions?**
Your military ID card.
- 2. I forgot my military ID card, can I use my state driver license or school ID card?** No
- 3. Can I use a photocopy of my military ID card to pick up prescription?** Yes. The photocopy must include both front and back. (NOTE: DoD has granted the pharmacy an exception to policy to accept photocopies of a military ID for the purpose of picking up prescription only. Using a photocopy or making a photocopy of your military ID card for other uses may be in violation of DoD policy. Therefore, please check with DoD identification card section for what is permissible.)
- 4. My spouse is active duty, can I pick up his/her prescription using my military ID card?** No
- 5. I'm the sponsor and my spouse is under my SSN, can I pick up my spouse's prescription using my military ID card?** No
- 6. Do I have to have my child's military ID card to pick up their prescriptions?** No, for children 17 years and younger. You can use your military ID card or your spouse's military ID card. Yes, for children 18 years and older. You have to have your child military ID card.
- 7. Can another person pick up a prescription for me?** Yes, any adult (spouse, friends, co-worker, health care staff, etc) can pick up your prescription, but they must have your military ID card or a photocopy (both front and back) of your military ID card.
- 8. Do I have to pick up my prescription at Tripler pharmacy if I was seen at Tripler?** No, if the prescription is for regular formulary medications. For these medication, you can pick up your prescription (new and refill) at any of the military pharmacy (Hickam, Pearl Harbor, K-bay, and Schofield) on the Island of Oahu. Yes, if the prescription was a “special order” or “non-formulary” medication. For these medications, you should pick up the first prescription at Tripler. You can then go to the pharmacy where you want to pick up the remaining refills and coordinate directly with that pharmacy to see if they can accommodate you with the refills.
- 9. Do I have to call in my refill request ahead of time?** Yes. If you call the refill line 433-6962 before 6 pm, your prescription will be ready the next business day.
- 10. I can't get to Tripler to pick up my prescription; can you mail my prescription to my house?** No.

Discharge Prescription

4th Floor, G Wing, EWA TAPA Way, next to F Wing

Hours: Weekdays, 8 am to 4 pm, after 4 pm go to the new prescription side; Weekends and federal holidays, 8 am to 3:30 pm

After-Hours: Go to Inpatient Pharmacy on the 2nd Floor for service

NEX Pharmacy Pick Up

For Refill Request.....433-6962

For Information422-2602

2nd Floor, Pearl Harbor Navy Exchange, next to Food Court

Hours: Mon-Sat, 10 am to 6 pm; Closed, Sun and federal holidays

Refill: If you want to pick up your refill prescription at the NEX, please call 433-6962 and select the NEX pickup site option. Your refills will be available after 72 hours. Prescriptions not picked up within 14 days will no longer be available for pick up and the patient will have to request the refill again.

New Prescriptions: You can drop off your new handwritten (hard copy) prescription at the NEX pharmacy. The prescription will be available for pick up after 72 hours. Prescriptions not picked up within 14 days will no longer be available for pick up and the patient will have to request for pick up again and wait another 72 hours.

Internet Prescription Refill Processing

If you prefer to order your refills on the Internet, please visit our Web site at <http://www.tamc.amedd.army.mil>. Once you have accessed the site, click on the Pharmacy/Refill link for instructions.



Hospital Staff

It is highly recommended that all eligible personnel assigned to Tripler Army Medical Center use the Will-Call service for all new and refill prescriptions. The will-call is the most efficient system for the staff and pharmacy. This service allows the staff to go back to work and then stop by the pharmacy later to pick up their prescriptions.

Peak Times (Busiest)

Hours: Weekdays, 10 am to 1 pm, 3 to 5 pm; Sat, 8:30 am to noon

During these peak times, your wait may exceed one hour. Please plan accordingly to avoid a long wait.

Psychiatry Department

The Department of Psychiatry provides the following services:

Army Substance Abuse Program (ASAP)

Telephone433-8700

Schofield Barracks, Bldg. 673, 1st Floor

ASAP provides intensive outpatient treatment for alcoholism and drug addiction for adults ages 18 to 65. Treatment is designed to increase patients' awareness of the impact of alcohol and drugs on their lives, to facilitate responsible decision-making and to help participants develop a plan for continued growth upon completion of the program. After completing the program, patients are scheduled to come in periodically, for up to one year, to complete the recovery process.

Child and Adolescent Psychiatry Service

Telephone433-6418

2nd Floor, B Wing

It provides assessment and treatment of children and adolescents with emotional and behavioral problems. A unique service is the Child Study Group where children under age 6 are initially evaluated in three consecutive group sessions.

Emergency and Consultation/
Liaison Service (Psychiatry)

Telephone433-7469

2nd Floor, B Wing

The service provides emergent assessment, crisis intervention and treatment to adults and children requiring acute intervention throughout TAMC and acts as a liaison between



Department of Psychiatry and Inpatient wards of other departments at Tripler and provides psychiatric consultation as required.

Psychiatric Inpatient and Psychiatric Nursing Service

Telephone433-6374/2610
Ward 4B2

These nurses provide a full range of psychiatric inpatient services. Psychiatric Emergency Services are available 24 hours a day, 7 days a week, in conjunction with care in the Tripler Emergency Room. For services, come to the ER or call 433-6629.

Psychiatric Outpatient Service

Telephone433-2737
4th Floor, D Wing

Outpatient Psychiatry Services offer routine periodic outpatient care consisting of individual counseling, medication management, and group therapy. Couples therapy is also provided to meet the needs of couples who are affected by deployments and adjusting to military lifestyle. Interested individuals seeking Outpatient Psychiatry services can have providers either refer or self-refer themselves, which they will undergo an initial assessment from which an individualized treatment plan is generated.

Tri-Service Addictions Recovery Facility (TRISARF)

Ward 4B

Hours: Weekdays, 7:30 am to 4 pm

TRISARF provides intensive outpatient chemical addiction treatment for TRICARE-eligible beneficiaries, age 18 to 65. Treatment approach is multidisciplinary and consists of group therapy, educational seminars, occupational therapy, spiritual counseling and marital therapy. Upon entry, all participants undergo an initial assessment from which an individualized treatment plan is developed. Average length of time in the program is 28 working days.

Intensive Outpatient Program (IOP) Services

Telephone.....433-7480
4th Floor, D Wing

This is an individualized, multi-disciplinary psychiatric outpatient program for patients who need a more intensive program than is found in traditional outpatient care, but do not require inpatient psychiatric hospitalization. The program runs an average of 6.5 hours a day for 10 days. The treatment is focused on building life-coping skills. Please call 433-7480 for referral criteria for this service.



Psychology Department

Telephone 433-1498

8th Floor, A Wing, Room 8A00

Hours: Weekdays, 7:30 am to 4:30 pm

The department offers the following services:

Adult Psychology

The Adult Psychology Service provides comprehensive psychological health services for active duty and, as space allows, their adult family members. Evidenced-based treatment services include treatment of anxiety, relationship problems, sleep problems, Post Traumatic Stress Disorder, depression, adjustment problems, and other psychological health issues impacting adults. Assessment services include inpatient psychiatric assessment, learning disability assessment, fitness for duty evaluations, screening for military schooling, and provider requests for diagnostic clarification. Interventions include evidence based practices specific to the goals developed for the patients. Resiliency training is offered for those not specifically meeting criterion for a psychological health disorder but desiring services to improve their adjustment related to deployment issues. These services may be accessed through provider consult or directly

through prospective participants by calling the psychology service at 433-1498.

Behavioral Health in Primary Care

Behavioral health services are integrated into TAMC's Adult Medicine, Family Medicine, and Obstetrics primary care clinics. Behavioral Health Consultants consult with medical providers in managing care of patients who have behavioral health factors that affect health outcomes or functioning and collaborate with medical providers to increase communication between specialty behavioral health and primary care. Additionally, these providers conduct assessments and brief interventions with regular follow-up consultations with Primary Care Managers on issues affecting patient care and health outcomes.

Behavioral Medicine Service

This program provides specialized diagnostic services and treatment of a variety of physical conditions. These services combine cognitive-behavioral therapy with psychophysiologic recognition and regulation treatment of a variety of disorders including, but not limited to migraine and tension headache, Raynaud's phenomenon, hypertension, paradoxical vocal cord disorder, irritable bowel syndrome, and tinnitus.

Child, Adolescent, and Family Psychology Service

The Child, Adolescent, and Family Psychology Service provides an array of youth and family-based services incorporating cognitive-behavioral-emotional strategies within ecosystemic, developmental, and integrated health frameworks.

Services Include:

- Assessments: Psychological, Learning, Diagnostic, Intake
- Individual Therapy (in combination with Family Interventions)
- Family Therapy
- Group Therapy
- Social Skills Groups/Healthy Life Skills Groups: For children, teens and parents – psychoeducational, time-limited
- Deployment Education and Support Group: For children and parents
- Positive Parenting: For parents of young children
- Consultation
- Collaboration/Monitoring

Concussion Clinic

The Concussion Clinic coordinates the care provided to beneficiaries who have experienced a mild head injury that has resulted in physical, cognitive or emotional changes. Treatment may focus on improving memory, attention, activities of daily living, balance, movement, sleep and mood. Primary care and case management activities are provided by the Clinic. The goals of the program are to improve functioning and quality of life. The Concussion Clinic staff includes a primary care physician, neurologist, a Clinical Nurse Specialist (RN) and a psychologist. Specialty providers include neuropsychologists, audiologists, speech pathologists, occupational therapists, physical therapists and a psychiatrist. The Concussion Clinic follows recognized treatment standards for mild TBI including the joint VA/DoD guidelines.

Integrative Pain Center

This multidisciplinary center provides comprehensive evaluations for pain diagnosis, treatment, research and education. A team of health psychologists, physicians, nurses and other health professionals are dedicated to evaluating

and treating persons seeking relief from persistent pain. The program aims to reduce or eliminate pain and suffering, restore optimum levels of function, facilitate return to work, promote safe and effective use of medications and enhance quality of life.

A pilot program is in place for active duty returning soldiers with musculoskeletal pain to determine the effectiveness of complementary and alternative modalities (CAM), specifically acupuncture, chiropractic or medical massage therapies, in conjunction with conventional medical and cognitive-behavioral pain management.

Our pain program mission is to empower patients with persistent pain to learn about their bodies and pain conditions and learn strategies for self-management. Various education modules, like COPE (Coping with and Overcoming Pain Effectively) assist individuals in understanding the mind-body connections in how our bodies feel pain. The goal is to learn techniques to improve management of pain in conjunction with medical treatments. Topics include the effects of pain and stress on the body and how to reduce the negative physical effects; lifestyle habit changes, such as sleep, exercise and nutrition, to reduce pain flares; develop different coping strategies and behavioral skills to improve functioning in daily life and to enhance a sense of control over pain. Family members are welcome to attend all classes.

Lean Program

The LEAN Healthy Lifestyles Program is a two-phase prevention and wellness program that helps patients to modify lifestyle behaviors in order to improve physical and mental health and facilitate military readiness. Phase I consists of one day (8:30 am to 4:30 pm) of intensive education focusing upon nutrition, exercise, health maintenance, and behavioral self-control. Phase II is a behavioral planning, monitoring, and reinforcement component designed for patients who have difficulty implementing or sustaining healthy lifestyle behaviors. Phase II provides a weekly support group with weight monitoring and monthly behavioral counseling sessions. Medication intervention via Xenical is available for patients who follow-up consistently and demonstrate measured behavioral modification efforts. The Healthy Lifestyles

Program is particularly appropriate for adult TRICARE beneficiaries with obesity, diabetes, dyslipidemia, hypertension, and other disorders of metabolism or cardiopulmonary function and for whom current lifestyle behaviors are increasing the probability of adverse health consequences. The Healthy Lifestyles Program also welcomes healthy beneficiaries who are motivated to improve their lifestyle behaviors in order to avoid adverse health outcomes, including weight gain. Interested individuals should request a “LEAN” consult from their primary or specialty care managers after obtaining an initial medical evaluation and clearance for low-to-moderate intensity exercise.

Neuropsychology Service

Clinical neuropsychology is a branch of psychology that systematically focuses on human brain functioning and provides valuable clinical data regarding known or suspected problems with the brain. Neuropsychological evaluation is often requested for persons with brain injury, stroke, infectious CNS disease, dementia, seizures, brain tumors, movement disorders and for any other condition that may affect the brain.

Neuropsychological test results can be useful in more accurate diagnosis, prognosis predictions, recovery documentation, and information

provided for medical boards, neurobehavioral management, neuropsychological rehabilitation, to resolve return-to-work or return-to-duty questions and in formulating treatment plans. Neuropsychological services may also include neuropsychological rehabilitation or guidance in neuropsychological rehabilitation of cognitive and neurobehavioral issues. Therapy and psychoeducation can be provided for persons with brain-related conditions and their families.

Services are available to active duty personnel, family members of active duty personnel, retirees, and other eligible Department of Defense beneficiaries. Services are available for the full age span of adulthood. Neuropsychology works closely with all medical clinics, including Family Medicine, Neurology, Psychiatry and Neurosurgery, as part of a multidisciplinary approach to diagnosis and treatment.

Psychology Research Program

Our research program involves projects designed to study and help individuals and families serving/supporting our country. Each project may run from one to four sessions, with or without incentives. This data is crucial to improve psychology training programs. Point of contact is Major Stetz, 433-1651 or melba.stetz@us.army.mil.



Tobacco Cessation Program

This biopsychosocial treatment program consists of 10 weeks of psychoeducational and support group intervention in conjunction with appropriate medication (varenicline, bupropion HCl, or the nicotine patch). Behavioral skills are provided in a modular fashion and scheduled for discussion at key implementation points as patients progress across the early, intermediate, and later stages of tobacco cessation. Discussion topics include medication use, problem solving strategies to cope with cravings and increase the probability of early success, stress management strategies, alternative rewarding behaviors, and relapse prevention.

Public Health Nursing

Tripler: 1A Telephone433-6834

Hours: *Weekdays, 7:30 am to noon, closed noon to 1 pm and on Fri, until 10:30 am for training*

Schofield Barracks Health Clinic ...433-8675

Hours: *Weekdays, 7:30 am to 4 pm, closed noon to 1 pm and Fri until 10:30 am for training*

Fort Shafter: Readiness and Medical Clinic

Telephone438-3455

Hours: *Weekdays, 7:30 am to 4 pm, closed noon to 1 pm, and all training holidays*

Army Public Health Nursing (PHN) protects and promotes health while decreasing the burden of disease and injury on the community. APHN applies health education principles to promote, maintain or restore the health of military personnel and their families, with priority given to the active-duty population.

Specific Functions Include:

1. Assess and facilitate Soldier health protection, health promotion and human readiness for war
2. Provide health promotion/education and disease prevention programs
3. Develop, implement and evaluate programs that meet identified community health needs
4. Conduct home visits/assessments to provide health education and referrals to other community services as needed
5. Provide health consultation to the Child Development Service staff
6. Implement programs and services for Communicable Disease control

Program Areas and Services Include:

- Soldier Readiness and In processing health surveillance services (Predeployment screening DD2795, Post Deployment Assessment (DD 2796), Post Deployment Reassessment Assessment (PDHRA) and Periodic Health Assessments (PHA)
- Infectious disease surveillance and health threat mitigation
- Pandemic and disaster response community interventions

Social Work Department

Telephone433-6606

2nd Floor, B Wing

The four primary areas of the Department of Social Work are Medical Social Work, Family Advocacy Program, Outpatient Social Work and Marriage and Family Therapy Center.

Medical Social Work

Medical Social Work has

Three Main Functions:

1. Inpatient Discharge Planning
 2. Outpatient Medical Social Work
 3. Deployment Support Care Management
- Medical social workers are integral members of the inpatient interdisciplinary healthcare teams and work with primary care outpatient clinics, including Tripler's Adult Medicine Clinic and the Family Practice Clinic.

Medical social workers help with psychosocial needs that impact health and healthcare utilization. Medical social workers provide crisis intervention and supportive counseling, assistance with placement into appropriate long-term care or rehabilitation facilities, and referrals and linkage to community resources.

Family Advocacy Program

The Family Advocacy Sections are located at Tripler Army Medical Center and Schofield Barracks Health Clinic.

TAMC433-6606

SBHC433-8579

To report suspected abuse or neglect, call:

Military Family Abuse Shelter533-7125

Military Police438-7114 or 655-7114

Child Protective Service.....832-5300

The TAMC section serves as the center for the reporting of all inpatients who are suspected

of being victims of abuse or neglect, regardless of branch of service. Both programs evaluate spouses and children who are suspected of being abused or neglected, so that appropriate treatment plans may be provided.

It is the legal and moral responsibility of all military and civilian personnel to report cases of suspected child and spouse abuse/neglect. In addition to its primary missions, the Department of Social Work also provides consultation, counseling, information, assistance and referral services for problems of a personal nature.

Outpatient Social Work 433-6606

The Outpatient Social Work Clinic provides counseling services to all military personnel and their families to assist in dealing with issues that affect their lives. Services include initial intake interviews, individual and couples counseling, deployment concerns, as well as referrals for any other appropriate services.

Marriage and Family Therapy Center

For information and appointments 433-8550

The Marriage and Family Therapy Center provides therapeutic support to service personnel and their spouses on a voluntary, self-referral basis. Marital and family treatment is offered in a confidential atmosphere at Schofield Barracks Health Center, 2nd Floor, Building 681.

Surgery Department

Surgical Sub-Specialty Clinics

2nd Floor, A Wing, Room 2A317, Oceanside

Hours: *Weekdays, 7:30 am to 4 pm*

- General Surgery
- Pediatric Surgery
- Urology
- Neurosurgery



- Cardiothoracic Surgery
- Vascular Surgery
- Plastic Surgery

To Schedule an Appointment:

Call 433-2778, press 2 for Surgery

Then Press:

- 1 for General Surgery
- 5 for Pediatric Surgery
- 6 for Urology, Neurosurgery, Plastic Surgery, Vascular Surgery and Cardiothoracic Surgery

Surgical Admission Center (SAC)

Telephone 433-5998/9

6th Floor, C Wing

Hours: *Weekdays, 4:45 am to 10 pm; Closed weekends and holidays*

The Surgical Admission Center (SAC) provides three services:

1. Pre-operative assessment
2. Day-of-surgery check-in
3. Post-operative phase 2 recovery and discharge

Travel Medicine Clinic

Telephone 433-6513

4th Floor, H Wing, Medical Specialties

Hours: *Friday, 9 to 11 am*

The Travel Medicine Clinic is a self-referral appointment clinic in Infectious Diseases for leisure and vacation travelers who desire maximal pre-trip preparation. We schedule any eligible beneficiary who is 17 years or older. Currently, we do not see deploying active duty travelers (contact Adult Allergy-Immunology Clinic for individuals/small groups; or Preventive Medicine for groups of ten or more). For pediatric patients 16 years or younger, contact Pediatric Infectious Diseases.



OTHER SERVICES AT TRIPLER



Army Community Services

Tripler.....438-4499

Bldg. 127A, Krukowski Road

Hours: Weekdays, 7:30 am to 4 pm

Schofield Barracks655-4227

Bldg. 2091, Kolekole Ave.

Hours: Weekdays, 7:30 am to 4:30 pm

The Army Community Service (ACS) Program is a community-oriented program, which assists Army commanders in maintaining readiness of individuals, Families, and communities within America's Army by developing, coordinating, and delivering services, which promote self reliance, resiliency, and stability during war and peace.

ACS Programs Include the Following

Information and Referral Program: Strives to provide Soldiers and Families with timely, comprehensive information on both military and community resources that will assist in meeting basic needs and improve quality of life.

Lending Closet: Provides temporary loans of household items to personnel arriving and departing Hawaii, including a limited number of child car seats. The loan is usually for 60 days.

Relocation Readiness Program: Assists Families arriving to and departing from Hawaii. Before arrival and departure, the service helps Soldiers and Families gather information about their new duty location. ACS also provides deployment briefings, welcome packets, a military resource library, arrival briefings, and sponsorship training.

Army Volunteer Corps (AVC): Has a variety of opportunities for people who want to be involved with their community and help others. Positions range from organizers, creative and industrious people who can commit their time and energies to helping others. Free childcare is available for time spent volunteering at ACS.

Army Family Team Building (AFTB): Connects Families to the Army one class at a time. The three levels are progressive and interactive classes that range from Army basics to building leadership skills.

Army Family Action Plan (AFAP): Gives Soldiers and Family Members a voice to communicate concerns with Army leadership with a possibility to make major changes in legislation, policies, programs and services that strengthen readiness and retention across all Armed Forces.

Exceptional Family Member Program: Acts as an advocate for Army Families who have members with disabilities, linking them to programs and services designed to meet their needs. The program's family support group gives families opportunities to meet and network with other families that face similar challenges. The staff also offers suggestions and guidance in securing housing, childcare education and training, community resources, recreational opportunities and respite care.

Family Advocacy Program: Mission is to preserve and protect the family unit by preventing family violence and identifying, referring and treating individuals involved in incidents of family violence. It also provides crisis intervention and referral resources for child and spouse abuse, and designs and provides community education/prevention to enhance family life.

New Parent Support Program (NPSP): Provides professional social workers and nurses who offer supportive and caring services to military Families with children from birth to three years of age. Through a variety of programs including home visits and parenting classes, the NPSP

provides opportunities to learn to cope with stress, isolation, post-deployment, reunions, and the everyday demands of parenthood. The program is committed to developing strong Army Families, and the prevention and treatment of Family violence.

Financial Readiness: Provides a variety of services to the Army community, including consumer complaint and problem resolutions, individualized financial counseling for newly assigned Soldiers and military families to address pay problems, budgeting, transition budgeting, and asset analysis and financial planning sessions. The program provides information on a variety of financial subjects such as low to moderate income housing and guidelines on managing household expenses. ACS also has a consumer library with books, magazines and pamphlets on various financial subjects.

Army Emergency Relief (AER): Provides assistance for unexpected and financial stress to include: travel; housing; car repair; utilities; medical expenses; funeral costs and disaster relief.

Employment Readiness Program: Provides employment assistance to active duty, reserve component, transitioning and retired Soldiers, Family members, and DoD civilian employees in acquiring skills, networks, and resources that will allow them to participate in the work force and develop a career/work plan.

Mobilization and Deployment Readiness Program: Includes program and support activities designed to assist leaders, Soldiers and their Families to successfully manage the challenges of mobilization and deployments before, during and after they occur.

Bus Service

Military shuttle bus service to Tripler is available Monday through Friday, to the following bases and pickup sites as listed. Call the number listed for shuttle times:

- Hickam AFB..... 449-1742
1st Floor, A Wing
- Makalapa Clinic..... 473-2444 ext. 522
1st Floor, A Wing

City bus (The Bus) service runs daily, arrives at Tripler on the hour until 10 pm. Adult fare is \$2 per ride, including one transfer to another other city bus on a connecting bus route. Monthly





and weekly bus passes are also available, and sold at 7/11 convenience stores and Foodland supermarkets on Oahu. Bus stops are located outside the E, D and G Wings of Tripler. Call The Bus at 841-5555 or the Tripler Information Center, 433-6661, for bus information.

Community Recreation and Physical Fitness Center

Bldg. 300

Military ID cards are required to use the Center facilities. Family members with ID cards are allowed entry during hours of operation.

Fitness Center 433-6443

Hours: *Mon–Thu, 5 am to 7:30 pm; Fri, 5 am to 6 pm; Sat, 10 am to 5 pm; Closed Sun and holidays*

Swimming Pool 433-5257

Lap Swimming for Adults: *Weekdays except Wed, 5:30 to 8 am, 11 am to 1 pm*

Open Swimming: *Weekdays, except Wed, 1 to 6 pm; Sat, 10 am to 5 pm; Closed Wed, Sun and holidays*

Education Center

Telephone 433-4184/2

Bldg. 102, next to the Troop Barracks (Bldg. 104), west of the hospital and diagonal from the tennis courts

Hours: *Weekdays, 8 am to 5 pm*

Services are available to active-duty service and family members, and to DoD civilians. Student services include counseling and academic

advising, a self-paced learning resource center, Army personnel and DANTES testing facility, individual and collective training support, and on-post college representatives.

Building 102 houses the education center's administration office, reception office, testing facility, learning center, classrooms, representatives from several on-post institutions, and computer based testing support. The building also houses the Pacific Region Veterinary Command Headquarters. On-post college registration and requests for tuition assistance support are scheduled approximately five weeks prior to course term start dates.

Fisher House

Telephone (808) 433-1291 ext. 28

The Fisher House may be used by families of active-duty personnel, retirees and veterans who live off-island and are hospitalized or have family members confined to the hospital due to severe injury or illness.

The military liaisons, case managers and Social Work Service determine family needs and make referrals to invite families to stay at Fisher House.

Tripler's two Fisher Houses, located above the hospital, can provide lodging for up to 19 families at a time. The second Fisher House, which opened in late 2003, has 11 guest rooms, a spacious kitchen, living room, dining room, laundry room and a family room. A night's stay at either Fisher House costs \$10. Call the Fisher House Manager for more information.

Graduate Professional
Health Education Training

<http://www.tamc.amedd.army.mil/residency/residency.htm>

Tripler is a major teaching center that sponsors 13 physician training programs with over 220 resident positions: Child & Adolescent Psychiatry, Diagnostic Radiology, Family Medicine, General Surgery, Internal Medicine, Obstetrics & Gynecology, Orthopaedic Surgery, Otolaryngology, Pediatrics, Psychiatry, Transitional Year, Urology, and a combined program in Psychiatry/Family Medicine. Tripler medical residents comprise about 14 percent of the Army's annual training pool. The Internal Medicine Residency program is the oldest graduate professional health education program at Tripler and was initially accredited in February 1949. Tripler also sponsors three Psychology Postdoctoral Fellowships, a Clinical Psychology Internship, and a Pharmacy Residency. It also conducts graduate programs for nurse anesthetists, physician assistants, and health care administrators. Tripler also offers courses in obstetrics and gynecology-nursing.

Tripler participates in a joint Neonatal-Perinatal Medicine Fellowship and a joint Addiction Psychiatry Fellowship sponsored by the University of Hawaii John A. Burns School of Medicine. In addition, it hosts an Oral and Maxillofacial Surgery Residency sponsored by the Pacific Regional Dental Command. Tripler residents also train at clinical services and facilities operated by the Veterans Affairs Pacific Islands Health Care System as well as many

other participating military and civilian sites on Oahu and on the Mainland.

Tripler as a Teaching Center

Each year, on average, more than a 100 health-care providers graduate from various courses. In any given month, more than 500 students, residents, interns and technicians are training alongside Tripler staff.

Tripler also administers and supervises many clinical and administrative specialty programs affiliated with accredited universities like the University of Hawaii and Baylor University.

Guest Lodging

Telephone839-2336 ext. 0
tamcbillet@shafter.army.mil
Front Desk, Bldg. 228B

Tripler Lodging's 90 two-room suites are available to personnel with military ID and/or orders. Priority is given to persons on official orders to Tripler AMC, Fort Shafter or Camp Smith. Anyone not on orders may lodge there on a space-available basis.

Tripler Lodging is open 24 hours a day, seven days a week. Its room charges are \$115 for the 2-bedroom suite and \$105 for 1-bedroom, or \$130 a day for lodgers staying on a space-available basis. A complimentary continental breakfast is included in this charge. Amenities include a barbeque grill for use by guests. All reservations not guaranteed by a credit card are subject to being cancelled at 6 pm on the expected arrival date.

The guest lodging is currently being renovated, as part of its conversion to management by a private contractor.





SCHOFIELD BARRACKS



U.S. Army Health Clinic Schofield Barracks

General Information

The U.S. Army Health Clinic at Schofield Barracks provides a wide variety of services and quality healthcare to the majority of the 36,000 Soldiers and their families assigned to the 25th Infantry Division, 8th Theater Sustainment Command, other commands, as well as some local military retirees. The Schofield Barracks health clinics provide more than 50 percent of all Army primary health care in Hawaii. USAHC-SB is also responsible for deployment cycle medicine for most Soldiers on Oahu and runs the largest Soldier Readiness Processing (SRP) site in the Pacific.

USAHC-SB is a historical structure which has been extensively modernized. It was constructed in the early 1920's as a hospital. In 1965, its hospital services were transferred to Tripler Army Medical Center, and USAHC-SB became exclusively an outpatient facility. Since that time and especially since Sept. 11, 2001, health care services have expanded dramatically to accommodate the enlarged mission

requirements of the Department of Defense and the U.S. Army.

The Schofield Barracks Health Clinic is now one of the largest outpatient clinics in the U.S. Army. It is located northwest of the post exchange on Waianae Avenue at McCornack Road. The USAHC-SB is a TRICARE Prime site providing health care to Soldiers, their families, military retirees and eligible family members assigned to Primary Care Managers (PCMs) at the Clinic.

Soldier Primary Care, Schofield

ALL Soldiers should follow unit sick call procedures for all primary, preventative care, Well Woman Exams and Periodic Health Assessments.

Troop Medical Clinic (TMC).....433-8210/32
Bldg. 677, 1st Floor

Hours: Weekdays, 6:30 to 11:45 am, 12:45 to 3:30 pm; Closed Thu, 10 am to 1 pm

TMC Annex.....433-8165
Bldg. 678, 2nd Floor

Hours: Weekdays, 6:30 to 11:45 am, 12:45 to 3:30 pm; Closed Thu, 10 am to 1 pm

Deployment Health Clinic (DHC).....433-8400

Bldg. 678, 2nd Floor

Hours: *Weekdays, 6:30 am to noon, 1 to 3 pm*

Services Provided:

- Dedicated to Activated Reserve and Guard Soldiers, individual deployers and re-deployers, REFRAID.

Aviation Medicine

Appointments433-8275/6

Flight Physicals433-8280

Bldg. 677, 2nd Floor

Hours: *Weekdays, 6:30 am to noon, 1 to 3 pm*

Services Provided:

- Primary medical care to aviators requiring special flight status management.

Flight Physicals:

- Part I: walk in Tue-Thu, 6:30 to 7 am
- Part II: scheduled when Part I is completed

Physical Exams Clinic SBHC

Telephone433-8475

Appointments433-8476

Bldg. 673, 2nd Floor

Hours: *Weekdays, 6:30 to 11:30 am, 1 to 3:30 pm;*

Closed Thu, 10 am to 1 pm

Services Provided:

- Military Physical Exams
- Periodic Health Assessments (PHA) for units with no organic medical support
- No Scuba or Flight Physicals

Troop Immunization SBHC433-8800

Bldg. 679

Hours: *Weekdays, 6:30 to 11:30 am, 1 to 3:30 pm;*

Closed Thu, 10 am to 1 pm



Services Provided:

- Walk-in Clinic for immunizations
- Performs MEDPROS screenings for incoming Soldiers-includes Labs, PHAs, Audio, Vision, well women exam

Warrior Transition Clinic (WTC)433-8282

Bldg. 688, 1st Floor

Hours: *Weekdays, 6:30 am to noon, 1 to 3 pm*

Services Provided:

- Primary Care for healing Warriors in Transition assigned to the Warrior Transition Battalion.

Family Primary Care SBHC

NOTE: See Additional Information at the end of Family Primary Care Section

Family Practice Clinic SBHC

Bldg. 682

Hours: *Weekdays, 7:30 am to noon, 12:45 to 4 pm;*

Late clinic and Saturday clinic by appointment only

Allergy and Immunization Hours

Allergy Shots: *Tue and Thu, 2 to 3:30 pm, during this time we are unable to give immunizations*

Immunizations: *Mon-Thu, 7:30 to 11:30 am, 1 to 3 pm, excluding the times allergy shots are given (see above)*

Friday Immunizations: *Administered 9 to 11:30 am, 1 to 3 pm*

Tuberculosis (TB) Tests: *Done daily during immunization hours except Thu*

To Book, Cancel, or Reschedule

an Appointment.....433-2778 ext. 1, 3

Appointment Line Hours: *Weekdays, 6:30 am to 4:30 pm*

To cancel an appointment after hours, please call 433-8010 and leave a message with your full name, sponsor's last four digits of social security number, and the date and time of your appointment.

Patient Assistance Line (PAL) SBHC

At Family Practice.....433-2778 ext. 13

Hours: *Mon-Thu, 7:30 am to noon, 1 to 4 pm;*

Fri, 9 am to noon, 1 to 4 pm

You may call the PAL to leave a message for your PCM, request a medication refill, ask about lab and x-ray results, or talk to a nurse. Messages will be returned within 72 hours.

Pediatric Clinic SBHC

Appointments 433-9226

After Hours 433-7337 (PEDS)

Receptionist 433-8175

Bldg. 680, 1st Floor

Hours: *Weekdays, 8 am to noon, 1 to 4 pm*

Walk in Hours for Immunizations ONLY:

8 to 11 am, 1 to 3 pm. PPD is not given on Thu or before long weekends/holidays

Services Provided:

- Walk-in Immunizations for empanelled patients
- Well baby exams
- Same day Acute and Follow up Appointments
- School/Sports Physical
- Patient Education

Additional Information for Family Primary Care

- **Late Policy:** You must check in by your appointment time. If you check in after your appointment time you are considered late. Late patients are seen on a space available basis. Patients checking in 15 or more minutes after their appointed time are considered "No Show."
- Allow extra time for parking and walking to the clinic.
- The Armed Services YMCA provides free hourly care in Building 680 during certain business hours. Call 624-5645 to arrange child care with this service. Hourly care is also available at the Child Development Center.
- If your physician recommends you make a follow-up appointment, please make one immediately. If you wait, you may not be able to get an appointment with your PCM.
- **Minors:** Patients under the age of 18 must be accompanied by a parent or legal guardian. If another adult will be accompanying the child, please provide the adult with a medical power of attorney authorizing them to consent to care for your child. By law, one exception exists: Patients aged 14 to 18 can choose to be seen without a parent for OB, family planning, and sexually transmitted disease reasons.
- Do not bring children to well woman or new OB appointments at Family Practice.



A responsible family member age of 12 or older or a friend can come with you and watch your children in a waiting area during your exam. See YMCA information listed above.

Urgent Care

Acute Care Clinic SBHC 433-8850

Bldg. 684, 1st Floor

Hours: *Daily, 6 am to 9 pm, Walk-ins only*

The Acute Care Clinic provides walk-in care for acute illnesses, injuries and 24 hour Basic Life Support Ambulance Services. Parking is available in front of the clinic and on the side across from the ambulance exit.

Ambulance

Daily 24 hours

Call 911





How Do I See A Doctor?

All patients are evaluated by clinic medical personnel and assigned a priority based on their assessed condition:

1. **Emergent:** Patients with life-threatening conditions are considered as first priority and will be seen ahead of all other patients.
2. **Urgent:** Patients with stable but serious conditions, with risk of deterioration, are seen ahead of all other patients but the Emergent patients.
3. **Non-Urgent:** Patients with stable, non-life-threatening conditions, but could require more medical tests, and/or referral to another doctor or facility.
4. **Routine:** Patients with chronic medical conditions, or acute conditions in which waiting to be seen has no apparent risk to the patient.
5. **Non-Urgent and Routine patients:** May be placed in our Fast Track, and seen by a mid level provider (a Physician's Assistant or Nurse Practitioner). If a large number of patients walk in to the Acute Care Clinic at the same time, such patients may be given a time later in the day that they can be seen. They can leave and return when a Health Care Provider is available. Patients that are determined to need to see the Physician Provider in Triage will be seen according to the Urgency Priority as stated above.

Specialty Clinics SBHC

ASAP SBHC 433-8700
(Army Substance Abuse Program)
Bldg. 673, 1st Floor

ASAP provides intensive outpatient treatment for alcoholism and drug addiction for adults ages 18 to 85. Treatment is designed to increase patients' awareness of the impact of alcohol and rugs on their lives, to facilitate responsible decision-making and to help participant develop a plan for continued growth upon completion of the program. After completing the program, patients are scheduled to come in periodically, for up to one year, to complete the recovery progress.

Audiology/Hearing Program Services SBHC

Schedule/Cancel Appointments 433-8325
PCM referral required for appointments
Bldg. 687, 1st Floor

Hours: *Mon-Thu, 8 am to noon, 1 to 4 pm; Fri, 8 am to noon*

Services Provided:

- Hearing exams and comprehensive audio evaluations
- Hearing-related rehabilitation services
- Installation Hearing Program services

Behavioral Health Care SBHC

Behavioral Health Triage Line Pager

Questions or Concerns 655-6600
Hours: *Weekdays, 7:30 am to 4:30 pm*

SAC SBHC

Bldg. 687, 2nd Floor

CAFAC SBHC

Bldg. 681, 1st and 2nd Floors

Child Assistance Center: *Thu, 7:30 am to 4:30 pm*

Appointments:

Adult Family Member Clinic 433-8130
Child and Adolescent Assistance Center 433-8140
Marriage and Family Therapy 433-8550
Soldier Assistance Center 433-8600

Services Provided:

- Behavioral health services including crisis counseling, behavioral health evaluations, individualized treatment plans, medication evaluation and management, individual and group counseling and psychological testing.

- Our staff consists of highly trained psychiatrists, psychologists, and social workers; both Active Duty and Civilian.

SELF Clinic.....433-8880
(Soldier Evaluation for Life Fitness)
Bldg. 681A (moves to Bldg. 672 in Spring 2010)

Appointments are scheduled by Soldier unit
 90-120 days post deployment

Services Provided:

- Post deployment comprehensive assessment and treatment program for active duty Soldiers.
- Every Soldier completes the SELF assessment, as scheduled by their unit; 90-120 days post deployment.
- Evaluation includes a computer-based assessment, an interview with a behavioral health provider and a meeting with a PCM to ensure that every Soldier's mental and physical health needs are met.
- Soldiers may elect to receive follow up care for behavioral health, medical education or spiritual concerns at the SELF clinic or may be referred to other clinics as appropriate.
- SELF follow-up services include coaching for common post deployment concerns, individual and group therapy and educational classes.
- SELF additionally provides outreach, consultation and education services at the request of unit leaders.

Chiropractic Clinic SBHC.....433-8190 *(Appts)*
Bldg. 685, 2nd Floor

Hours: *Weekdays, 6:30 am to 3:30 pm*

Services Provided:

- For ACTIVE DUTY ONLY
- Must have PCM referral

Concussion Clinic SBHC

Bldg. 688 and 681A (will move to Bldg. 672, 1st Floor in winter of 2010)

Hours: *Weekdays, 7:30 am to noon, 1 to 4:30 pm*

Appointments:

Bldg. 688.....433-8282
Bldg. 681A.....433-8199

Services Provided:

- Comprehensive outpatient interdisciplinary evaluation, treatment and case management of Soldiers who have sustained a concussion/TBI.

- Specialty services offered include Neuropsychology, Psychiatry, Psychology Speech and Language/Cognitive Rehabilitation. Occupational therapy, Physical Therapy and Speech and Language Pathology are part of our interdisciplinary TBI team and are located with their respective services.

Family Advocacy Program SBHC....433-8579
Bldg. 681, 2nd Floor

Primary Objective: Early identification, treatment and prevention of all types of child and spouse abuse, including physical, sexual, emotional abuse and neglect. FAP offers comprehensive psycho social assessments, and a wide range of treatment services such as individual therapy, marital, family, group therapy, crisis intervention, and psycho-educational groups. The FAP also provides services to "at risk" families who are vulnerable to stressors that can lead to abuse.

For Information Call:

- TAMC - (808) 433-6606
- Schofield Barracks - (808) 433-8579
- For help and advice on escaping an abusive relationship, call (808) 624-SAFE (7233) daily, 24 hours
- To report child abuse/neglect, call 832-5300

OB/GYN Clinic SBHC433-8380
Bldg. 680, 2nd Floor

Hours: *Weekdays, 8 am to noon, 1 to 4 pm*

Appointments:

Tripler433-2778 ext. 411
Schofield433-8794



Services Provided to Patients:

- Initial OB Registration Appointments
- Routine OB Appointments
- Well Woman Exams/PAP Smears
- Colposcopy
- IUD Counseling and Insertion
- Gynecologic diagnostic, treatment and comprehensive care
- Referral required from PCM for appointments

Occupational Health Clinic SBHC

By Appointment Only.....433-8390
Bldg. 687, 1st Floor

Hours: Weekdays, 7:30 am to noon, 1 to 4 pm

Services Provided:

- Annual Job Related Health Surveillance for Active Duty personnel
- DoD Civilian and NAF Personnel employees
- Preemployment Physicals
- Predeployment Physicals
- Treatment of Occupational illness and injury
- Emergency treatment for non-occupational illness and injury
- Services provided per AR 40-5

Occupational Therapy SBHC

Locations:

- Hand Therapy Clinic, Bldg. 691
- SB TBI Occupational Therapy, Bldg. 691
- WTU Occupational Therapy Clinic, Bldg. 688, 1st Floor

Hours: Weekdays, 7 am to noon, 1 to 4 pm

Appointments:

SB Occupational Therapy (Hand Therapy)
and TBI Occupational Therapy
.....433-2778, ext. 3, 5, 1

WTU Occupational
Therapy433-2778, ext. 3, 3, 1

- All WTs must complete in-processing through the WTU as well as a screen through WTU Occupational Therapy to reach the clinic.

SB TBI Occupational
Therapy433-2778, ext. 3, 5, 1

Services Provided:

- SB Occupational Therapy (Hand Therapy) provides evaluation and treatment of upper extremity musculoskeletal dysfunctions or injuries which may be acute, chronic or post-operative.
- WTU Occupational Therapy provides community and work-reintegration services as well as transitional life skills to Warriors in Transition as part of the Comprehensive Transition Plan.
- SB TBI Occupational Therapy provides cognitive rehabilitation, community re-integration, and sensori-motor remediation for the upper extremity as a result of traumatic brain injury.
- A consult is required for OT Hand Therapy and TBI Occupational Therapy services. Please allow 24 hours from the time of consult entry before contacting the clinic to make an appointment.



Optometry Clinic SBHC.....433-8460 (Appts)

Bldg. 676, 2nd Floor

Hours: Weekdays, 7:30 am to 11:45 pm, 12:45 to 4:30 pm; Closed Thu afternoons for training

Services Provided:

- Comprehensive vision and ocular health exams

Visual Readiness (“Amber on AKO”): This requires a visual screening, which is a unit function. If you are required to wear glasses, visual readiness requires two pair of functional glasses as well as mask inserts. If you have a current exam and a pair got lost or broken, you can report to the eye clinic to order more optical devices (Room 206). Make sure you bring your current prescription.

War Fighter Refractive Eye Surgery (PRK/LASIK) Information: Active duty only, information available at TAMC Web site (<http://www.tamc.amedd.army.mil/offices/Ophthalmology/Ophthalmology.html>).

Orthopedic/Podiatry Clinic SBHC

Appointments433-8625

*or Central Appointments433-2778
(press “1” then “2” at the prompt)*

Bldg. 683, 1st Floor

Hours: Weekdays, 7 am to noon, 1 to 4 pm

Services Provided:

- SB Orthopedic/Podiatry Clinic provides Soldiers and Families with orthopedic or podiatry referrals consultation and management of non-surgical orthopedic/podiatry conditions. Conditions requiring surgery are referred to Tripler AMC Orthopedics/Podiatry.
- A consult is required for SB Orthopedic/Podiatry Clinic from the patient’s Primacy Care Manager/healthcare provider. Allow 24 hours from the time of consult entry before contacting the clinic to make an appointment.

Physical Therapy Section SBHC.....433-8025

Bldg. 686, 1st Floor

Hours: Mon–Wed, Fri, 7 am to noon, 1 to 4 pm; Thu, 7 am to noon

Services Provided:

- Orthopedic rehabilitation services to active duty Soldiers.



- Complete neuromusculoskeletal evaluation, therapeutic exercises, assessments for utilization of additional therapies and modalities, injury prevention education, and human performance evaluation.
- Current available for the community: Advanced Tactical Athlete Conditioning (ATAC), Knee Injury Prevention and Treatment Class, Back Injury Prevention and Education Class, Pool Classes, Functional Agility Class, Lumbar Stabilization Class, and Running Form Evaluation.

Public Health Nursing SBHC433-8675

Bldg. 673, 2nd Floor

Hours: Weekdays, 7:30 am to 4 pm

Services Provided:

- Pregnancy Classes for Active Duty Soldiers: every Tuesday 7 to 8 am
- Tobacco Cessation Program: call or visit our clinic to sign-up for classes
- TB Surveillance Program
- Wellness Classes: offered every first Tuesday of the month at 1 pm
- Health Promotion Information
- STD Awareness, Education, Counseling
- Medical Threat Briefs (Pre and Post Deployment)



Support Services

Customer Service SBHC(808) 433-8504

Fax.....(808) 433-8506

Bldg. 676, Room 102

Hours: *Weekdays, 8 to 11 am, noon to 4 pm*

Mailing Address

U.S. Army Health Clinic SB

*Attn: Customer Service Representative Office
(MCHK-HC-A)*

Bldg. 676, Room 102

Schofield Barracks, HI 96857-5460

Services Provided:

- Information
- Health Care Provider Changes
- Medical Care Access
- Staff Interaction
- Compliments
- Concerns

The forms needed for the above services may be obtained directly from the Customer Service Representative or from the box located outside the office door. Instructions are provided for their use. Check Office door for immediate assistance. No appointments are required but are available upon request.

Medical Laboratory SBHC 433-8303

Bldg. 684, 2nd Floor

Hours: *Mon, Wed, Fri, 7 am to 4:30 pm; Thu, 7 am to 3 pm*

Medical Records/Correspondence SBHC

OIC..... 433-8445

NCOIC..... 433-8204

General Information about Medical Records:

- SBHC Family Practice Medical Records and SBHC Troop Medical Records are designated by the Medical Center Commander as the official custodians of medical records. Our primary responsibility is the maintenance of the outpatient treatment record; to include review for completeness and accuracy of documentation.
- SBHC Medical Correspondence provides patients and third-parties with copies of outpatient medical records.
- A request form must be filled out (DD 2870) prior to release.
- Usual wait time for copies is 2-4 weeks.
- Only copies of your records will be sent to civilian appointment or referrals.
- When PCSing, a copy of the sponsor's orders are required to hand carry medical records. See below for age restrictions.
- Records cannot be released to anyone other than the patient if they are 18 years or older, unless a signed authorization form the patient and the Military ID card of the patient are present. The statement does not need to be formalized, just signed and dated by the patient.

Family Practice Medical Records..... 433-8447

Bldg. 676, 1st Floor, Room 117

Hours: *Mon-Thu, 7 am to 4 pm; Fri, 9 am to 4 pm*

- Family members, retirees, Med. Co. C Active Duty ONLY!

Troop Medical Records 433-8200

Bldg. 679

Hours: *Mon-Wed, Fri, 6:30 am to 3 pm; Thu, 6:30 to 10 am, noon to 3 pm*

- Active Duty Personnel

Medical Correspondence..... 433-8440

Bldg. 676, 1st Floor, Room 120

Hours: *Mon-Thu, 7:30 am to 4 pm; Fri, 9 am to 4 pm*

Pharmacy SBHC 433-8425 (info line)

Main Pharmacy

Bldg. 676

Hours: Weekdays, 8 am to 5 pm

Refill Pharmacy

Call in Refill Line 433-6962

Bldg. 695 (between Health Clinic and PX)

Hours: Weekdays, 8:30 am to 12:30 pm, 1:30 to 5 pm; Closed all federal holidays; Modified hours on training holidays

NOTE: Refills may be called in at 433-6962 and picked at the Refill Pharmacy Bldg. 695 the next day, after 1:30 pm

Radiology SBHC 433-8355, no appointments
Bldg. 685 (next to ACC)

Hours: Daily, 6:30 am to 9 pm

Services Provided:

- Diagnostic Radiology Services
- **6:30 am to 4:30 pm:** Patients are seen on a first-come, first-served basis as much as possible. Patients from the Acute Care Clinic (ACC) MAY be given priority based on their condition.
- **4:30 am to 9 pm:** After hours limited staffing and ACC Patients will have priority causing extended wait times.
- Children under the age of 10 are not allowed to be in our waiting area unattended. Child care is provided in Bldg. 680, weekdays, 8 am to noon for children 6 weeks to 12 years old. Reservations are highly recommended. Call 625-5645.

TRICARE Service Center SBHC

Telephone (888) 874-9378
(TSC) - Bldg. 676, 2nd Floor, Room 217

Hours: Weekdays, 7:30 am to 4:30 pm

Services Provided:

- TRICARE Prime enrollments and information
- Assists with Primary Care Manager selection, assignment and changes
- Updates home address and phone numbers in the TRICARE system
- Assists with medical claims
- Initiates requests for TRICARE Prime ID cards

TRICARE Health Benefits Advisor SBHC

Telephone 433-8485

Fax 433-8451

Bldg. 676, 2nd Floor, Room 221

Hours: Weekdays, 7:30 am to noon, 1 to 4:30 pm;
Appointments not required

Services Provided:

- TRICARE: Prime, Standard and Extra
- TRICARE Dental Insurance: Active Duty and Retired
- TRICARE PLUS Program
- Basic questions regarding Medicare and TRICARE For Life
- TRICARE claim and Debt Collection Issues
- Assists with DEERS issues/problems
- Provides TRICARE briefings
- Routine SB Health Clinic operations





U.S. ARMY HEALTH CLINIC, CAMP ZAMA



U.S. ARMY HEALTH CLINIC, CAMP ZAMA, JAPAN

Telephone (if calling from U.S.)

..... 011-81-3117-63-4127

DSNL.....263-4127/8

HQ, U.S. Army Medical Department

Activity-Japan

APO AREA Pacific 96338-5011

<http://www.usarj.army.mil>

Hours: *Mon-Wed, Fri, 8:30 am to 4 pm; Thu, 1 to 4 pm*

Active Duty Appointment: *Weekdays, 7:30 to 8:30 am*

The U.S. Army Medical Department Activity-Japan (MEDDAC-J) provides outpatient primary care and limited specialty care services to active-duty personnel, retired military, Department of the Army civilians, and their families. Although the main service of MEDDAC-J is primary care, physical therapy, optometry and behavioral health services are also available.

Staffing: MEDDAC-J is staffed by Family Medicine and general medicine physicians

and a nurse practitioner who see all authorized beneficiaries. The Behavioral Health Service is staffed by a clinical psychologist and social workers who provide individual, marital, family, and group counseling.

Host Country Medical Services: All the TRICARE Prime Overseas beneficiaries including active duty and their eligible family members receive host national medical care at no cost. Retirees and their eligible family members are charged for care at host nation medical facilities. Civilians are charged for care at either the military or host nation medical facilities.

Other Military Treatment Facilities: Specialists in pediatrics, surgery, internal medicine, obstetrics, dermatology, urology, allergy and radiology are available at local U.S. Air Force and Navy hospitals. Referral by a MEDDAC-J provider is necessary for an appointment to see a specialist. However, MEDDAC-J personnel will assist in obtaining these appointments once the primary care manager refers the patient to specialty care. MEDDAC-J also provides a

shuttle to and from Navy and Air Force Medical Treatment Facilities.

In-Hospital Care: Beneficiaries requiring in-hospital care are referred or transported to the 374th Medical Group Yokota, U.S. Naval Hospital Yokosuka or host nation medical facilities such as Kitazato University Hospital in Sagamihara City if the required care is not available in the military system.

Emergency Care: MEDDAC-J does not have an emergency medicine department. Emergency medical services may be obtained by calling 911. For 911 calls initiated on Camp Zama, MEDDAC-J will transport the patient to the appropriate host nation hospital with the capability and capacity to meet the medical need. For 911 calls initiated on Sagamihara Family Housing Area or Sagami Depot, a host nation ambulance will transport the patient to the appropriate host nation hospital with the capability and capacity to meet the medical need. In all cases where a U.S. patient is taken to a host nation hospital, MEDDAC-J will send a translator to the hospital to facilitate communication between the patient and the clinical staff.





BRIAN ALLGOOD ARMY COMMUNITY HOSPITAL



BRIAN ALLGOOD ARMY COMMUNITY HOSPITAL, YONGSAN GARRISON, KOREA

HQ, U.S. Army Medical Department

Activity-Korea

Yongsan Garrison, Bldg. 705

APO AREA Pacific 96205-5281

Yongsan Garrison is home to the Brian Allgood Army Community Hospital. Formerly known as the 121st Combat Support Hospital, BAACH provides inpatient and outpatient care. It has served continuously in Korea as a field unit since September 1950 and as the Seoul Military Hospital, since 1959. In 1971 Seoul Military Hospital merged with the 121st Evacuation Hospital and in 1994, was redesignated the 121st General Hospital. In 2008, the facility was renamed the Brian Allgood Army Community Hospital to honor its former commander who was killed by enemy fire while later serving in Iraq in 2007 as the command surgeon for Multi-National Forces-Iraq (MNF-I).



Resources

- http://www.absoluteastronomy.com/topics/Yongsan_Garrison
- <http://www.arlingtoncemetery.net/bdallgood.htm>
- <http://www.scribd.com/doc/15425612/The-Morning-Calm-Korea-Weekly-July-04-2008>

Brian Allgood Army Community Hospital Appointment Line

737-CARE (2273)

For specialty clinic appointments/information please call the Appointment Line.

Information below is of selected clinics and offices. A complete list and more information about hospital services are on the hospital website: <http://www.korea.amedd.army.mil>. Last updated on Jan. 27, 2010.

Clinics	Hours of Operation	Phone
ACC/Family Practice.....	Weekdays, 7:30 am to 4:30 pm (Thu, 12:30 to 4:30 pm).....	737-8251
Behavioral Health (Outpatient).....	Weekdays, 8 am to 4:30 pm (Thu, 12:30 to 4:30 pm).....	737-0508
Chaplain Services		737-4335/3129/31
Emergency Department	24 hours a day, 7 days a week.....	737-6132
Emergency Room.....		737-5545/6001
Immunizations	Weekdays, 7:30 am to 3:30 pm (Thu, 1 to 3:30 pm)	737-8251
Information Desk	Weekdays, 7:30 am to 4:30 pm	737-3155/085
Internal Medicine	Weekdays, 7:30 am to 4:30 pm	737-8251
Laboratory	Weekdays, 7:30 am to 4:30 pm; Closed weekends, training holidays & holidays	737-6918
Mental Health Clinic/Hotline	Weekdays, 7:30 am to 4:30 pm	737-5508
Pharmacy (Outpatient)	Mon, Wed-Fri, 7:30 am to 6 pm; Tue, 8:30 am to 6 pm; Training holidays, 9 am to 5 pm; Closed weekends & holidays	737-7984/8
Pharmacy	Weekdays, 7:30 am to 4:30 pm	737-7984
Yongsan Health Clinic, Bldg 1663 ..	Weekdays, 6:30 am to 4 pm (Thu, 1 to 4 pm).....	725-3852





DENTAL SERVICES



Tripler Army Dental Clinic

To Schedule Appointments 433-5370
To Schedule

Oral Surgery Appointments 433-6712
Ground Floor, D Wing (G1D)

Hours: *Weekdays, 7:15 am to 4:15 pm; call if doors are locked*

Location: The Tripler Army Dental Clinic is located in the D Wing at the Tripler Army Medical Center. The clinic is only staffed and funded to treat active duty Soldiers. Please call 433-5370 to schedule an appointment.

Services Available: General Dentistry, Dental Hygiene, Endodontics, Prosthodontics, Orthodontics (in support of the OMFS training program), Periodontics, and Pedodontics.

After Hours: Emergency dental care can be obtained at the Schofield Barracks Main Dental Clinic at Bldg. 660. They can be reached at 433-8814.

Routine Dental Care

- **Active Duty Military:** All dental services available. Routine dental care is provided

to all active duty Army Soldiers assigned to eastern Oahu. Care will also be provided to other active duty military service members who are assigned for duty on the Tripler Army Medical Center installation.

- **Beneficiaries other than Active Duty:** Routine dental care for all patients other than active duty at the Tripler Dental Clinic is extremely limited. Routine dental treatment for all patients other than active duty is with civilian dentists accessed through the TRICARE Dental Plan, as mandated by federal law. Extremely limited space available care is accessed by being medically adjunctive dental treatment or as teaching cases.
- **Teaching Cases:** A limited number of other than active duty patients can be seen in support of the Oral and Maxillofacial Surgery Residency Program. This care may include extraction of wisdom teeth, removal of growths, repair of facial fractures and surgery to improve facial or masticatory functions. A limited number of

eligible children are seen in support of the Advanced General Dentistry Residency Program. This care may include fillings, extractions, crowns, root canal treatments, space maintainers, habit therapy appliances and early interceptive and preventive orthodontic corrections.

- **Medically Adjunctive Dental Care:** Dental care that will significantly improve the outcome of the medical care the patient is receiving while an inpatient and/or cannot be provided to the patient by the civilian community as an outpatient. A limited number of eligible children, who are enrolled in the Exceptional Family Member Program because of their special needs and require specialized behavior management in the hospital setting, may be seen by the pediatric dentist.

Schofield Barracks Dental Clinic, Na Koa Dental Clinic

Location and Hours: The Schofield Barracks Dental Clinic is located in Bldg. 660 and Na Koa Dental Clinic is located in Bldg. 678 on McCornack Road. Hours of operation are weekdays, 7:15 am to 4:15 pm. The clinics are only staffed and funded to treat active duty Soldiers. To schedule an appointment at Schofield Barracks Dental Clinic please call (808) 433-8903/4. Please call (808) 433-8900 for an appointment at Na Koa Dental Clinic.



Dental Sick Call (Emergency Care)

Hours: Weekdays, 7:30 to 9 am, 12:15 to 2 pm

After duty hours emergency care is available for active duty Soldiers only. Report to the Schofield Barracks Acute Care Clinic, weekdays, 4 to 9 pm; Saturday and Sunday, 6 am to 9 pm. If a situation arises after the ACC closes, call 433-8814.

Emergency Care is Limited to the Following:

- Relief of pain
- Treatment of acute infection
- Control of life-threatening oral conditions such as bleeding
- Treatment of trauma to teeth, jaws and associated facial structures

Emergency dental care does not include permanent fillings of decayed or broken teeth, or the prosthetic replacement of teeth.





Routine Dental Care

- **Active Duty Military:** Routine dental care is provided to all active duty Army Soldiers assigned to Schofield Barracks. Care will also be provided to other active duty military service members who are assigned for duty on Schofield Barracks.
- **Beneficiaries Other Than Active Duty:** Routine dental treatment for all patients other than active duty is provided by civilian dentists accessed through the TRICARE Dental Plan, as mandated by federal law.



- **Teaching Cases:** A limited number of other than active duty patients can be seen in support of the Advanced General Dentistry Residency Program. This care may include, but is not limited to, fillings, extractions, crowns, root canal treatments and periodontal care.

TRICARE Dental Program

The TRICARE Dental Program (TDP) is a voluntary, comprehensive dental insurance program offered worldwide by the Department of Defense to family members of all active duty Uniformed Service personnel and Selected Reserve and Individual Ready Reserve (IRR) members and/or their family members. United Concordia is the administrator of this program, through which family members and Reservists receive dental care from civilian dentists in the local community. Active duty military are encouraged to enroll their family members in TDP, otherwise they should be prepared to pay 100 percent of their family members' dental costs in the civilian community.

For more information, to enrollment or find participating civilian dentists, view United Concordia's Web site <http://www.ucci.com> or call (800) 866-8499.



TRICARE SERVICES



Introduction to TRICARE

Oceanside, 1st Floor, C Wing

<http://www.tricare.osd.mil>

Hours: Weekdays, 7:30 am to 4:30 pm

TRICARE Prime and Tripler TRICARE Plus patients have 24 hour access to their providers through their primary care clinic phone numbers. This may help you avoid unnecessary ER visits and keeps your doctors aware of your needs.

TRICARE is the Department of Defense's (DoD) military healthcare program. The TRICARE program today is worldwide, including Europe, Latin America and Pacific Regions. Hawaii is part of TRICARE West along with many other western states.

TRICARE includes healthcare provided by both military clinics and hospitals, and care provided through the civilian healthcare program formerly known as CHAMPUS. TRICARE is now available in every DoD healthcare region.

The Purpose of TRICARE is Three-fold:

- Improve access to medical care
- Provide healthcare of the highest quality
- Deliver healthcare in the most efficient and cost-effective manner

Military members and families eligible for healthcare through DoD have three options from which to choose their health insurance coverage:

1. TRICARE Prime
2. TRICARE Standard
3. TRICARE Extra

Other TRICARE options discussed below are for persons eligible for Medicare.

TRICARE Prime

The preferred healthcare insurance option for many military members and families is enrollment in TRICARE Prime, DoD's Health Maintenance Organization (HMO). Under TRICARE Prime, first-time active-duty families are assigned a military Primary Care Manager (PCM). Retirees and their families can select either a military PCM or a civilian network provider.

Primary Care Manager's Role

The PCM serves as the medical manager for all healthcare needs, including preventive healthcare, care during illnesses, and referrals to specialists when needed. Since your PCM



manages your healthcare needs, he or she will always be the first point of contact when you need healthcare.

If your PCM cannot meet a specific healthcare need, he or she will refer you to the appropriate specialty physician. The specialist will notify your PCM of his or her findings so that your PCM can continue to manage your care. True emergency care may be an exception, and in such situations, you should go immediately to the nearest emergency room.

Other Prime Advantages

Other Advantages of

TRICARE Prime Include:

- Free preventive healthcare benefits
- Priority appointments to non-emergent healthcare
- Lowest out-of-pocket cost shares of any of the TRICARE options

Under TRICARE Prime, active-duty family members receive healthcare at no charge, while non-active duty family members pay a nominal fee for authorized care with a provider outside of a Military Treatment Facility (MTF). Outpatient care in the MTF is at no charge. The TRICARE Prime HMO offers the

most comprehensive healthcare benefit, but it does have some restrictions. Please stop by one of our TRICARE Service Centers to learn more about TRICARE Prime, or call toll-free, (888) 874-9378.

TRICARE Standard

Through TRICARE Standard, you can seek care from any civilian healthcare provider, although some restrictions do apply. However, you are responsible for annual deductibles and cost-share amounts. A deductible is the cost of healthcare you are fully responsible for, before you can receive benefits through TRICARE.

Once you have met your deductible, your TRICARE benefits begin to help pay for your healthcare costs. At the beginning of each fiscal year (Oct. 1), you start a new deductible.

A “cost share” is the cost of healthcare you are responsible for. It is dependent upon your sponsor’s military status and pay grade. Your cost-share is usually based on a percentage of the CHAMPUS allowable charge. This option works best if you have other health insurance.

To be eligible for TRICARE Standard benefits, you do not need to enroll in any program. You must simply be eligible for CHAMPUS.

TRICARE Extra

As a TRICARE Extra beneficiary, you can save money by selecting a physician who is a TRICARE Network Provider (civilian provider). Whenever you visit a TRICARE Network Provider, your cost share is decreased by five percent. TRICARE Extra is easy to use. You don't need to sign up for anything. Simply select a TRICARE Network Provider. However, you are still responsible for your annual deductible.

TRICARE For Life (TFL)

TRICARE For Life (TFL) means additional benefits for beneficiaries who are 65 or older and enrolled in Medicare Part B. Patients gain access to TFL as long as they are uniformed services beneficiaries who are Medicare-eligible and have purchased Medicare Part B.

TFL, as a Health Insurance Carrier:

- Acts as secondary payer to Medicare
- Files claims automatically unless there is other health insurance (OHI)
- Requires no monthly premium (except the cost of Medicare Part B)

TRICARE Plus (T-Plus)

Separate and distinct from TRICARE for Life or TFL is TRICARE Plus, in which TRICARE-eligible individuals and families choose to receive their primary care at a local Military Treatment Facility (MTF).

The following “Age In” patient category has priority in TRICARE Plus if the patient meets the following criteria:

- Have been enrolled in TRICARE Prime for the two years immediately preceding their 65th birthday and who are assigned to the MTF primary care provider for the past two years as a TRICARE Prime beneficiary.
- Enrolled in Medicare Part B at age 65. Please note that TRICARE Plus enrollment is based on an MTF's capacity to continue to meet TRICARE Prime appointment standards. Therefore, not everyone eligible for TRICARE Plus can be enrolled in the MTF Program. TRICARE Plus is not portable to other MTF's.

Your Next Step

Remember, any outpatient care you receive in a military clinic or hospital is at no cost to you. Whenever you receive care from civilian providers in Hawaii, your TRICARE Program is there to help cover the cost of care.

It's important for you to understand and decide which TRICARE Program choice is right for you.

Our TRICARE Service Center staff is prepared to help you understand the TRICARE program and select the most appropriate program. They can also help you select a TRICARE Network Provider, choose a PCM, enroll in



TRICARE Prime and help explain your TRICARE bills or claims.

Guide to Triageing Your Healthcare

When the issue is not pressing, you have a number of options available to access healthcare information and assistance. Learn how to triage your healthcare.

General Healthcare Information

When you are looking for general healthcare information and want to educate yourself or learn more about a healthcare issue that affects your family, TRICARE has many options including 24/7 general information:

- Visit TRICARE Online at <http://www.tricareonline.com>. Go to “General Health Information” for many options.
- Visit <http://www.triwest.com> to access the WEBMD. Go to Healthy Living and then to Other Resources.
- Call toll-free, (888) 874-9378 to access a medical audio library.

Advice and Consultation

When you need more in-depth advice or consultation on a current health care problem:



- Contact your TRICARE primary care manager (PCM) or provider.
- Establish a relationship with your primary provider. To find a TRICARE provider, call (888) 874-9378 or go to <http://www.triwest.com> to TRICARE Resources.

Emergency Information

ALWAYS CALL 911 first if you think it is an emergency. It is always wise to know in advance where to go in an acute or emergency situation. If you do not already have an established relationship with a primary care provider, use the healthcare finder service to locate a provider in advance of an emergency and:

- Find out about the nearest emergency room and ambulance service
- Learn about your avenues for seeking urgent care
- Obtain the number to make an appointment with your PCM

TRICARE Online

TRICARE Online (TOL) is the first central effort to develop an enterprise-wide resource for all DoD patients, providers and managers. To access TOL, log on to <http://www.tricareonline.com>. The web-based program improves the communication and education of healthcare services and information. It also provides secure links to other Web sites that provide valuable information.

TOL provides easier access to appointments, medication refills, referrals, enrollment, healthcare information and communication with patient providers.

The Web site's Educational Benefits Include:

- A drug interaction checker
- TRICARE benefits explanations
- A “condition checker” that explains different conditions that affect the body
- A wellness information page that offers information about a variety of healthy lifestyle topics
- A health calculator
- Health journal
- Online primary care appointments to military PCMs
- Web-based pharmacy refills, appointment reminders, prescription renewal requests



PRMC & TRIPLER ARMY MEDICAL CENTER



Tripler History

The origins of Tripler Army Medical Center date back to 1907 when several wooden structures at Fort Shafter were used as a hospital. The facility was named in 1920 after Brigadier General Charles Stuart Tripler, in honor of his contributions to Army medicine during the Civil War. At the start of World War II, the hospital at Fort Shafter had 450 beds. Plans for a new Tripler hospital atop Moanalua ridge were drawn in 1942 and construction was completed in 1948. The architecturally distinctive coral pink structure, nestled on the southern slopes of Oahu's Koolau range, was dedicated on Sept. 10, 1948 and has become a familiar landmark on the island of Oahu.

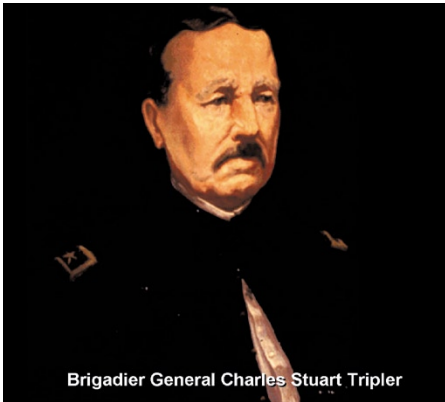
Tripler Army Medical Center Today

Tripler Army Medical Center is the largest military medical treatment facility in the entire Pacific Basin. Located in central Oahu, Tripler is well situated to serve its primary beneficiaries, the active-duty personnel of the U.S. military armed forces and their families. Tripler is also the regional medical command for the U.S. Pacific Command.

Its geographic area of responsibility spans more than 52 percent of the earth's surface, from Hawaii to the eastern shores of Africa. Nearly 400,000 people in the Pacific Basin are eligible to receive care at Tripler, the Pacific Regional Medical Command's premier teaching medical center. This includes active-duty service members of all branches of service, their eligible families, military-eligible retirees and their families, veterans, and many residents of Pacific Islands. The medical center is voluntarily accredited by the Joint Commission. Tripler's entire staff of more than 3,000 military, civilian and contractor personnel are evaluated to ensure that the hospital continues to provide quality and excellence in medical care. The staff is dedicated to continuous quality improvement, and providing state-of-the-art medicine with state-of-the-art technology.

Tripler's Vision and Mission

Tripler's vision statement describes Tripler as: "America's premier medical team saving lives and fostering healthy and resilient people throughout the Pacific region; Army Medicine...Army Strong!" Its three-fold mission is to: "Promote,



sustain, and enhance service members health; train, develop and equip a medical force that supports full spectrum operations; and deliver leading edge health services to our Warriors, Military Families and Veterans to optimize outcomes essential to ensuring a capable U.S. military force.”

Deploying a force that is fit to fight is the primary reason for Tripler’s existence. More than 500 staff members are also PROFIS (Professional Filler System) staff, ready to deploy at a moment’s notice, if needed, to South Korea and elsewhere in Pacific Command’s area of responsibility, on humanitarian and emergency missions. Tripler’s service region includes Hawaii, Japan, Korea, Johnston Atoll, Guam, American Samoa and various Pacific Island nations.

Tripler and TRICARE

Like the rest of the medical community in the United States, military medicine is a wellness-based model of managed healthcare. TRICARE Prime is the military’s managed care approach to providing health services. Its programs and staff emphasize the development and maintenance of healthy lifestyles.

Tripler also provides administrative and logistical support to the Pacific Regional Dental Command and the Pacific Regional Veterinary Command, both headquartered on the grounds of Tripler AMC on Moanalua Ridge. The Veterinary Command provides military veterinary services to Department of Defense forces and missions in more than 20 countries in the Pacific theater. Tripler also works closely in a

joint venture with the Spark M. Matsunaga VA Medical Center, Honolulu—VA Pacific Islands Health Care System.

Other Medical Partnerships

The Pacific Telehealth and Technology Hui (Hui, in Hawaiian, means “group” or “partner”) is involved in a variety of telehealth projects. The Hui is the first collaborative partnership between the Department of Defense and the Veterans Affairs Department (See page 69).

Tripler is a partner with other medical organizations in projects such as the Internet Tumor Board, Akamai, PAC-MEDNET and Theater Tele-medicine Prototype Project. Akamai is Hawaiian for “clever” or “smart.” The Akamai project uses telemedicine applications to enhance healthcare delivery to people. Tripler is also home to the Center of Excellence (COE) in Disaster Management and Humanitarian Assistance. It partners with the U.S. Pacific Command, the University of Hawaii, the Centers for Disease Control and Prevention, and the Pacific Regional Medical Command (see below for more information on the Center of Excellence).

Tripler continues its nearly 100-year tradition of providing excellent healthcare to its patients and never losing sight of its primary goal of readiness. More information on Tripler is available at <http://www.tamc.amedd.army.mil>.

Other Agencies at Tripler
Center of Excellence in Disaster Management and Humanitarian Assistance

Telephone 433-7035
Bldg. 160, Krukowski Road
frontoffice@coe-dmha.org
<http://www.coe-dmha.org>

Mailing Address
COE Disaster Mgt and Humanitarian Assistance
1 Jarrett White Road (MCPA-DM)
Tripler Army Medical Center
Honolulu, HI 96859-5000

The mission of the Center of Excellence in Disaster Management and Humanitarian Assistance (COE-DMH) is to educate, train, conduct research and assist in international disaster preparedness, mitigation, management and response, as well as health security, humanitarian assistance and societal resiliency.

The Center's Vision is the Asia Pacific region prepared to respond, collaborate and manage natural and manmade disasters. Our aim is to assist Asia Pacific nations with disaster management plans, response to plausible contingencies, and participation in a regional collaborative framework.

The Center of Excellence (COE) was established in 1994 through congressional legislation sponsored by Senator Daniel K. Inouye. It is a direct reporting unit to U.S. Pacific Command and takes its policy guidance from the Office of the Secretary of Defense (OSD). COE is headquartered on the Army installation where Tripler Army Medical Center is also located. Subject matter experts from around the world supplement the staff of 35 civil service, military active-duty and contract personnel. COE operates in an unclassified environment.

Pacific Telehealth and Technology Hui

Telephone 433-3600

1 Jarrett White Road, 4th Floor, E Wing

Room 4B100 MCPA-PO

Tripler Army Medical Center

Honolulu, HI 96859-5000

<http://www.pacifichui.org>

Formed in 1999, the Pacific Telehealth and Technology Hui is a joint venture between the

Department of Defense Pacific Regional Medical Command at Tripler Army Medical Center and the Veterans Affairs Pacific Islands Health Care System, Honolulu. The Hui's purpose is to leverage the resources of the DoD/VA partners to improve the quality and cost effectiveness of patient care through the use of emerging and existing telehealth technologies.

The Hui explores new approaches to healthcare service delivery, research and concept development. Its projects focus on a broad range of advanced technologies, including clinical informatics, biomedical applications, clinical telehealth practices, data-warehousing, and interoperability between DoD and VA clinical information systems.

The Hui conducts research and develops prototypes of telehealth and clinical applications that support the health and medical needs of beneficiaries in the Pacific. In the Hawaiian tradition of "Hui" or coming together in collaboration, the Hui works to build alliances and strategic partnerships with other federal, public and private healthcare organizations to facilitate the sharing of resources and knowledge within the Pacific region. A key part of the Hui's mission is to transfer technology developed for the federal government to other public organizations and the private sector.



**Spark M.Matsunaga
Veteran Affairs Medical Center**

Telephone 433-0600
Honolulu VA Pacific Islands Health Care System
459 Patterson Road
Honolulu, HI 96819
<http://www.va.gov/hawaii>

The Veterans Affairs (VA) Pacific Islands Health Care System is centered in Honolulu, Hawaii and consists of the Spark M. Matsunaga VA Medical Center, the VA Community Living Center, and community-based outpatient clinics located on the islands of Hawaii, Kauai, Maui, Guam and American Samoa.

The Spark M. Matsunaga VA Ambulatory Care Center is located adjacent to Tripler Army Medical Center and provides outpatient primary medical care, mental health, pharmacy, dental care and specialized outpatient care. Treatment programs include day care, geriatric evaluation and management, as well as several medical specialty clinics staffed by VA and University of Hawaii physicians. Many of these services are located at Tripler AMC as part of a VA-DoD Joint Venture.



Long-term and transitional rehabilitative care services are provided by a VA-operated, 60-bed Community Living Center, located on the Tripler grounds.

Besides treatment in a hospital setting, the Center provides extensive geriatric care through outpatient programs, including contract adult day care, homemaker health aide, home-based primary care, and community nursing home placement.





INDEX



A

Acknowledgements	5
ACS Programs.....	43
Acute Care Clinic SBHC.....	49
Addictions Recovery Facility, Tri-Service (TRISARF)	37
Additional Information for Family Primary Care	49
ADHD Clinic	34
ADHD Parents Group.....	34
Admission and Discharge, Hospital	15
Adolescent Clinic	33
Adolescent Psychiatry Service	36
Adult Medicine Clinic.....	26
Adult Medicine Clinic/Military Sick Call	9
Adult Psychology.....	38
Advice and Consultation	66
Agencies at Tripler.....	68
Allergy/Adult Immunization Clinic.....	26
Ambulance	49
American Red Cross	20
Antepartum Diagnostic Center.....	30
Anuenue Café.....	22
Appointment Line for Tripler and Schofield Barracks Health Clinic	12
Armed Services, YMCA.....	20, 29
Army Community Services	43
Army Medical Center	67
Army Substance Abuse Program (ASAP).....	36
ASAP SBHC	50
ASSIST	26
Audiology/Hearing Program Services SBHC	50
Augmentation of Special-Needs Services and Information to Students and Teachers.....	26
Aviation Medicine.....	48

B

Banking	24
Barbershop	24
Behavioral Health Care SBHC	50
Behavioral Health in Primary Care	38
Behavioral Medicine Service	38
Birth Certificates	21
Blind Vendor Stand	23
Blood Donor Center	27
Brian Allgood Army Community Hospital..	58
Brian Allgood Army Community Hospital Appointment Line	59
Bus Service	44

C

CAFAC SBHC	50
Camp Zama, U.S. Army Health Clinic	56
Carlson Wagonlit Travel.....	25
CAS (Central Appointment System)	12
Center of Excellence in Disaster Management and Humanitarian Assistance	68
Central Appointment System (CAS)	12

Chaplain	21
Child, Adolescent, and Family Psychology Service.....	39
Child and Adolescent Psychiatry Service	36
Chiropractic Clinic SBHC.....	51
Clinics	14
Community Recreation and Physical Fitness Center.....	45
Concussion Clinic	39
Concussion Clinic SBHC	51
Core (STAT) Laboratory	33
Customer Relations (Patient Advocate)	22
Customer Service SBHC	54

D

DEERS – Defense Enrollment Eligibility Reporting System	9
Dental Clinic, Schofield Barracks.....	61
Dental Clinic, Na Koa	61
Dental Clinic, Tripler Army	60
Dental Services.....	60
Dental Sick Call (Emergency Care)	61
Dental Program, TRICARE	62
Deployment Health Clinic (DHC).....	48
Dining Options	22
Directory of Tripler Clinic/Office Locations..	14
Disaster Management and Humanitarian Assistance	68
Discharge.....	15
Discharge Prescription	36

E

Education Center	45
Emergency and Consultation/ Liaison Service (Psychiatry).....	36
Emergency Information	66
Emergency Room.....	15
Emergency Services.....	27
Emergency, Pediatric	7
Exceptional Family Member Program (EFMP).....	27

F

Family Advocacy Program.....	41
Family Advocacy Program SBHC.....	51
Family Medicine Clinic.....	28
Family Practice Clinic SBHC	48
Family Primary Care SBHC	48

Family Therapy Center	42
Fisher House	45
Fitness Center	45
Florist	25
Food Court.....	22
Free Child Waiting Room	20, 29
Frequently Asked Questions/Pharmacy	35
Frequently Called Numbers for Children Health Problems.....	34

G

General Healthcare Information	66
General Information.....	47
Graduate Professional Health Education Training.....	46
Guest Lodging	46
Guide to Triaging Your Healthcare	66
Gynecology	30

H

Healthcare, Registering for.....	8
Hospital Admission and Discharge	15
Hospital Services.....	20
Hospital Staff	36
How CAS Works	12
How To Receive Healthcare In Hawaii.....	8
How to Use This Guide.....	6
Human Animal Bond Program	23

I

ID Card Policy	35
Immunization Clinic (Allergy/Adult)	26
Immunization Clinic (Pediatric).....	29
Important Phone Numbers	7
Important Security Telephone Numbers.....	18
Infectious Diseases Clinic.....	28
Information Center	11
Inspector General	23
Integrative Pain Center	39
Intensive Outpatient Program (IOP) Services.....	37
Internet Prescription Refill Processing	36
Introduction	6
Introduction to TRICARE	63

J

Judge Advocate	24
----------------------	----

L

Laboratory, Specimen Collection	32
Labor and Delivery.....	30
Laundry Service	25
LEAN Program.....	39
Location and Operation, Hours of Outpatient Pharmacy	35
Lodging, Guest.....	46

M

Mail Distribution	15
Marriage and Family Therapy Center.....	42
Medical Clinics, Departments & Programs ...	26
Medical Correspondence/ Release of Information	16
Medical Laboratory SBHC.....	54
Medical Partnerships	68
Medical Records/Correspondence SBHC....	54
Medical Records (Outpatient)	16
Medical Social Work	41
Military Liaison Offices	9
Military One Source: 24/7 Customer Service ..	8
Military Personnel Information.....	9
Military Sick Call.....	9
Mission.....	4
Mission & Vision	4
Mother/Baby Unit.....	21

N

Na Koa Dental Clinic.....	61
Neuropsychology Service.....	40
NEX Pharmacy Pick Up	36
Nursing Care	24
Nutrition Outpatient Clinic.....	32

O

OB/GYN Clinic SBHC.....	51
Obstetrics	30
Obstetrics & Gynecology Department	29
Occupational Health Clinic SBHC	52
Occupational Therapy SBHC.....	52
Office of Special Needs and Services.....	28
Offices	14
Optical Shop	25
Optometry Clinic SBHC	53
Orthopedic/Podiatry Clinic SBHC.....	53
Outpatient Social Work	42

P

Pacific Telehealth and Technology Hui	69
Parking Areas	17
Pathology Department	32
Pathology Services.....	32
Patient Assistance Line (PAL) SBHC	48
Patient Advocate	22
Patient Services	10
Patients' Valuables.....	17
Pediatric/Adolescent Clinic.....	33
Pediatric Clinic SBHC.....	49
Pediatrics, Developmental	34
Pediatric Emergencies, Tripler.....	7
Pediatric, Immunization Clinic	29
Pharmacy, Frequently Asked Questions	35
Pharmacy, Location and Operation Hours...	35
Pharmacy SBHC.....	55
Pharmacy Service (Outpatient)	34
Pharmacy Pick Up, NEX.....	36
Phone System.....	10
Physical Exams Clinic SBHC	48
Physical Fitness Center	45
Physical Therapy Section SBHC	53
Podiatry Clinic SBHC	53
Police/Provost Marshal Office	18
Police Service.....	18
Post Office (USPS).....	25
Post Shoppette.....	25
Prescription Refill.....	36
Prescription Services on the Island of Oahu...	34
Primary Care Manager's Role.....	63
PRMC & Tripler.....	67
Psychiatric Inpatient and Psychiatric Nursing Service	37
Psychiatric Outpatient Service	37
Psychiatry Department.....	36
Psychology Department	38
Psychology Research Program.....	40
Public Affairs.....	24
Public Health Nursing	41
Public Health Nursing SBHC	53

R

Radiology SBHC	55
Red Cross, American.....	20
Red Cross Service Centers	20
Registering for Healthcare	8

Release of Information	16
Religious Services	21
Retail Services	24
Routine Dental Care	60, 62

S

SAC SBHC	50
Safety Considerations	18
Safety Office, Tripler AMC	18
Same-Day Evaluation Clinic	32
Schofield Barracks	47
Schofield Barracks Dental Clinic, Na Koa Dental Clinic	61
Schofield Barracks Health Clinic Central Appointment Line	13
Schofield Barracks Telephone Directory Assistance	11
Security Telephone Numbers	18
SELF Clinic	51
Services at Tripler, Other	43
Smoking	18
Social Work Department	41
Soldier Primary Care, Schofield	47
Spark M. Matsunaga Veteran Affairs Medical Center	70
Special-Needs Services and Information	26
Specialty Clinics SBHC	50
Specimen Collection Laboratory	32
Subway	23
Support Services	54
Surgery Department	42
Surgical Admission Center (SAC)	42
Surgical Sub-Specialty Clinics	42
Swimming Pool	45

T

Table of Contents	3
Telephone/Location Directory	11
Text Telephone User Line (TTY)	11
TMC Annex	47
Tobacco Cessation Program	41
Touch Screen Interactive Information Centers	12
Travel Medicine Clinic	42
TRICARE Dental Program	62
TRICARE Extra	65
TRICARE For Life (TFL)	65

TRICARE Health Benefits Advisor SBHC	55
TRICARE, Introduction to	63
TRICARE Online	66
TRICARE Plus (T-Plus)	65
TRICARE Prime	63
TRICARE Service Center SBHC	55
TRICARE Services	63
TRICARE Standard	64
Tripler AMC Safety Office	18
Tripler and Schofield Barracks Telephone Directory Assistance	11
Tripler and TRICARE	68
Tripler Army Dental Clinic	60
Tripler Army Medical Center	6
Tripler Army Medical Center Today	67
Tripler as a Teaching Center	46
Tripler Central Appointment Line	13
Tripler Clinic/Office Locations	14
Tripler Floor Plan	75
Tripler History	67
Tripler Pediatric Emergencies	7
Tripler's Vision and Mission	67
Tri-Service Addictions Recovery Facility (TRISARF)	37
Troop Immunization SBHC	48
Troop Medical Clinic (TMC)	47

U

Urgent Care	49
U.S. Army Health Clinic, Camp Zama	56
U.S. Army Health Clinic, Schofield Barracks	47

V

Veteran Affairs Medical Center, Spark M. Matsunaga	70
Vision	4
Visitation Policies	19

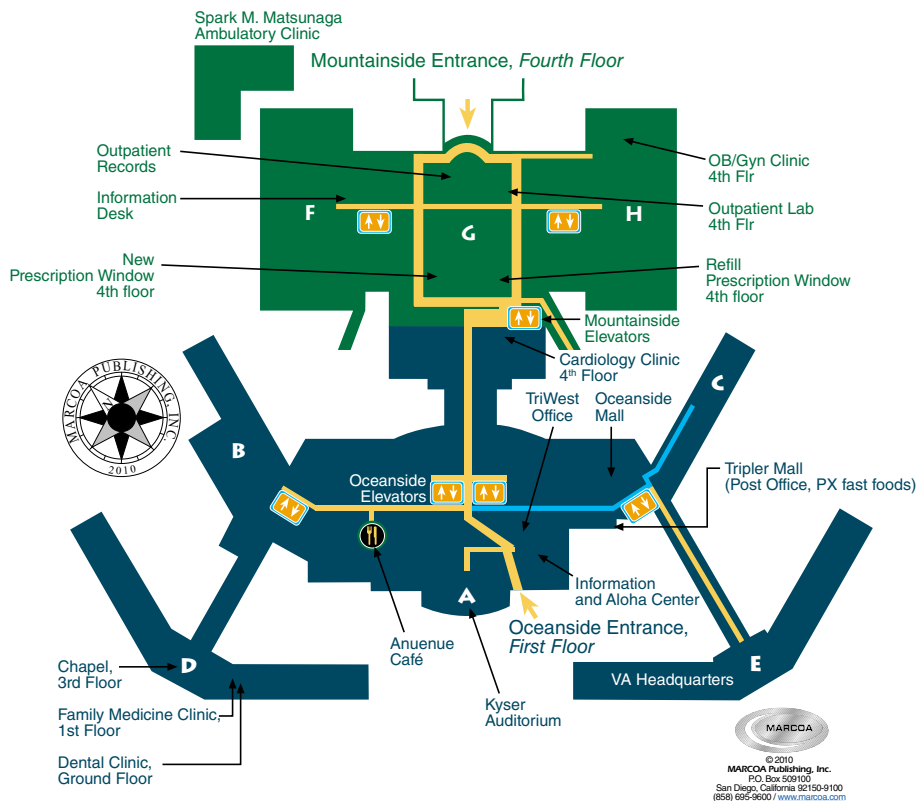
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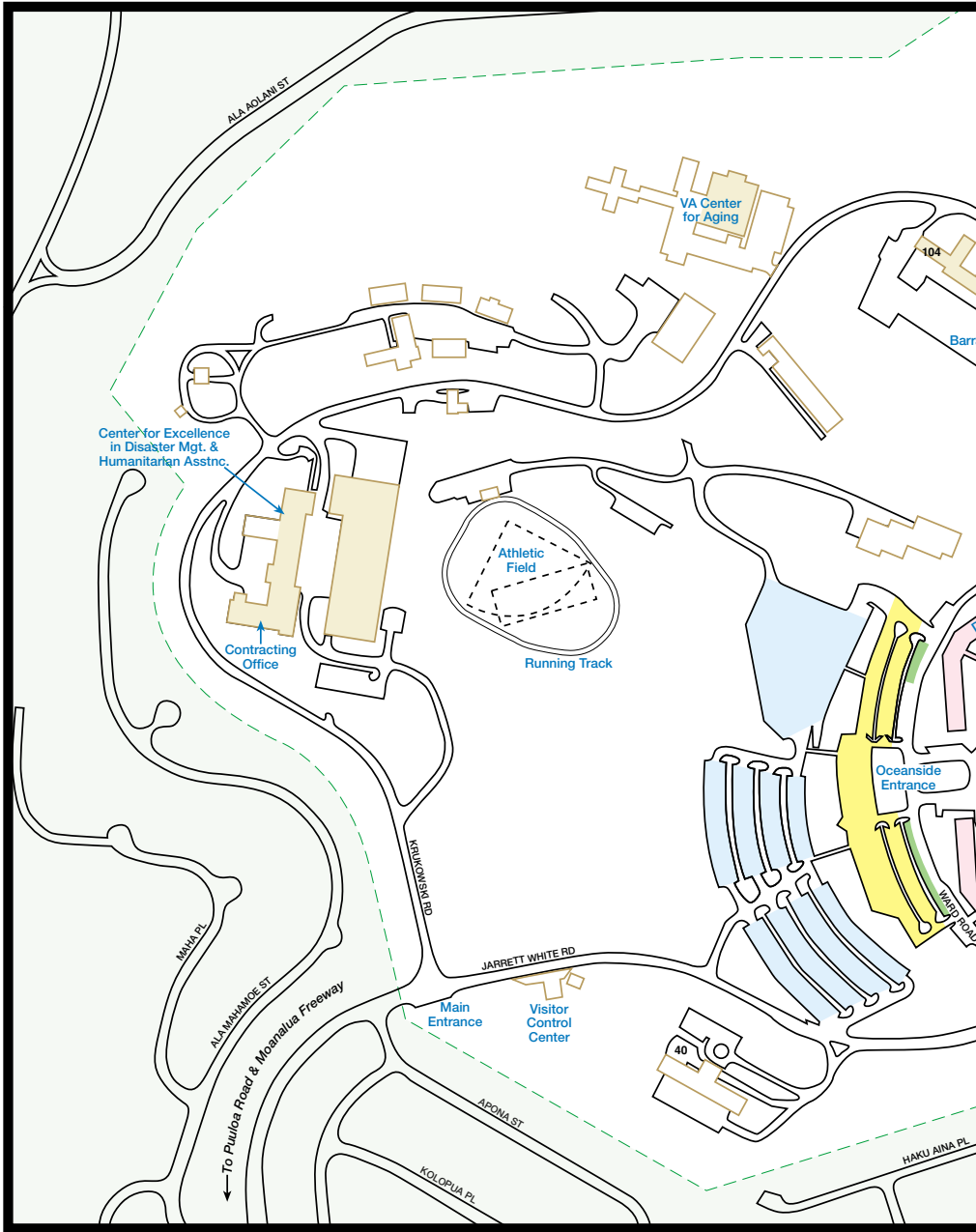
WARDS	14
Warrior Transition Clinic (WTC)	48
Well Baby Waiting Room	20, 29

Y

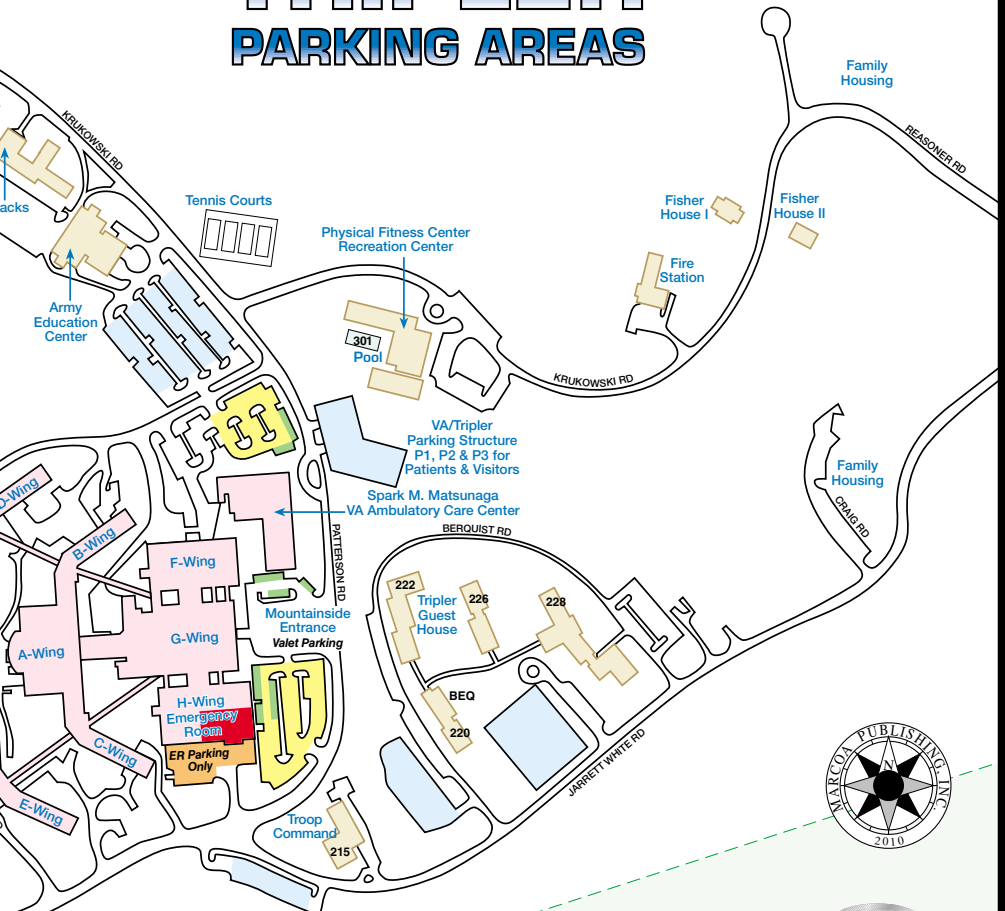
YMCA, Armed Services	20, 29
Your Next Step	65

Tripler Floor Plan





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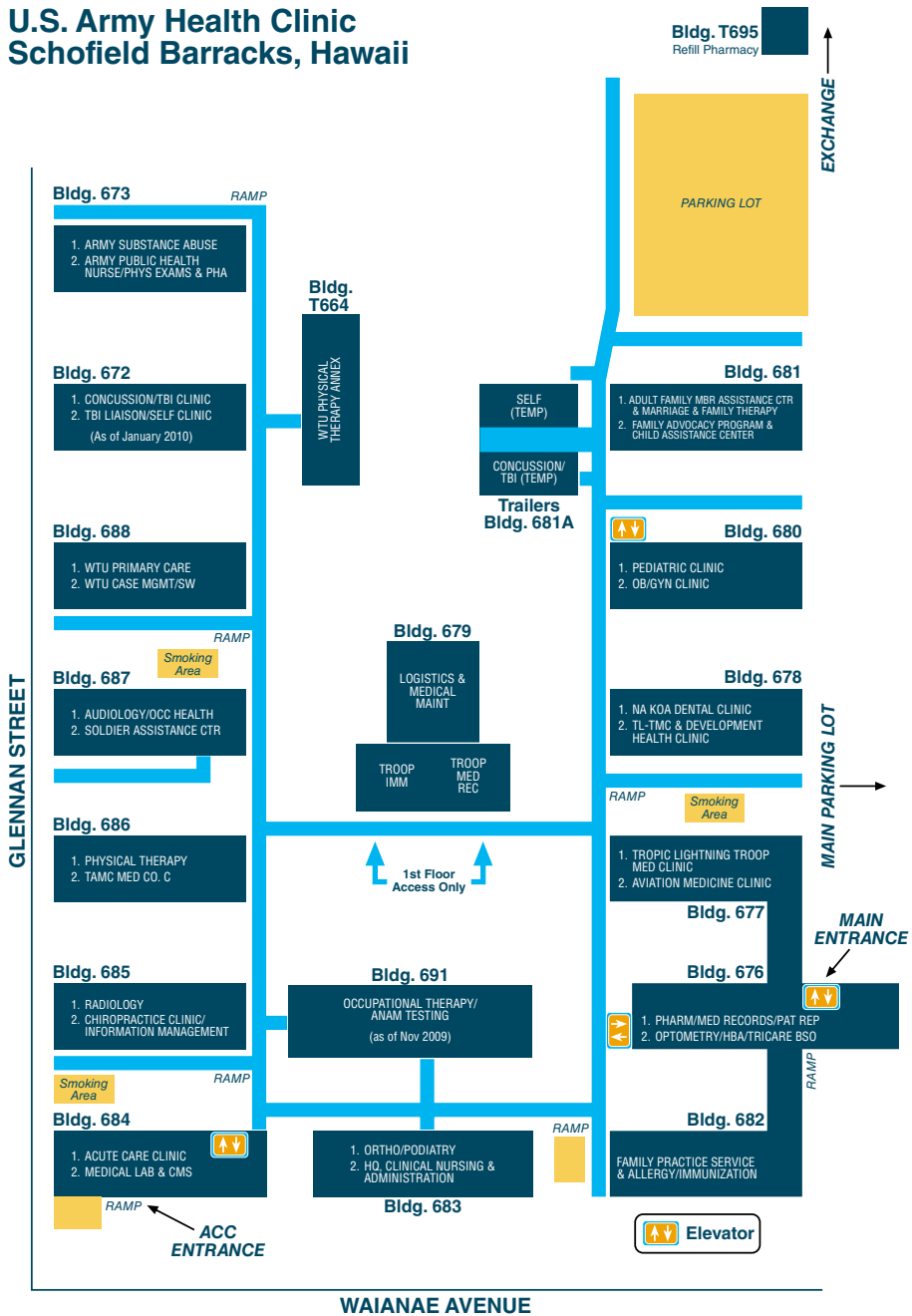
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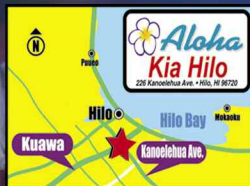
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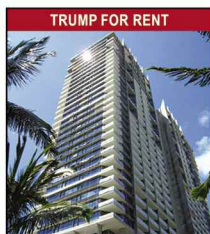
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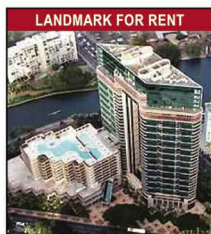
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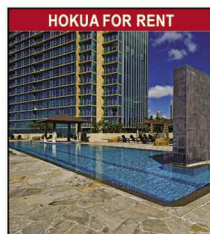
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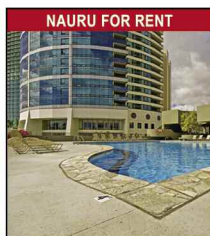
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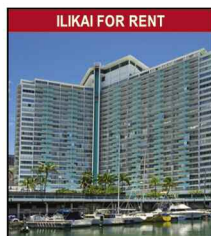
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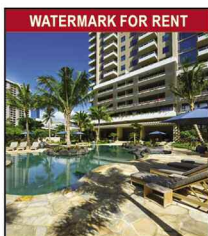
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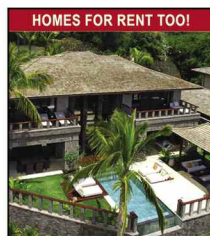
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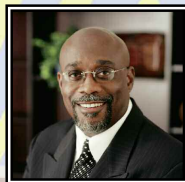
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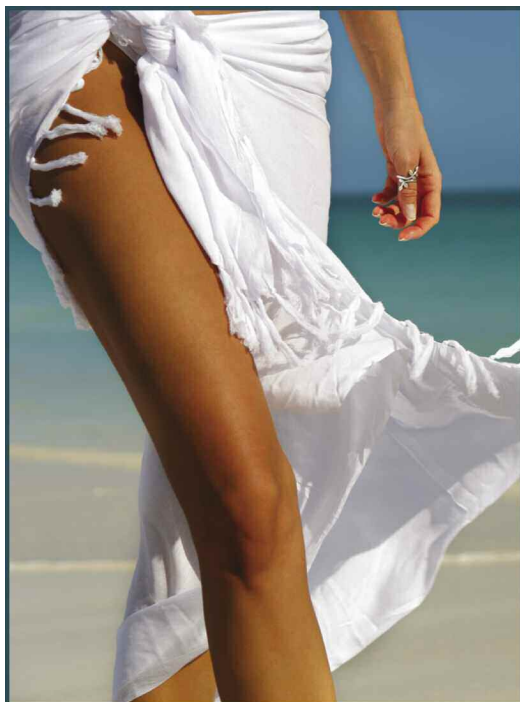
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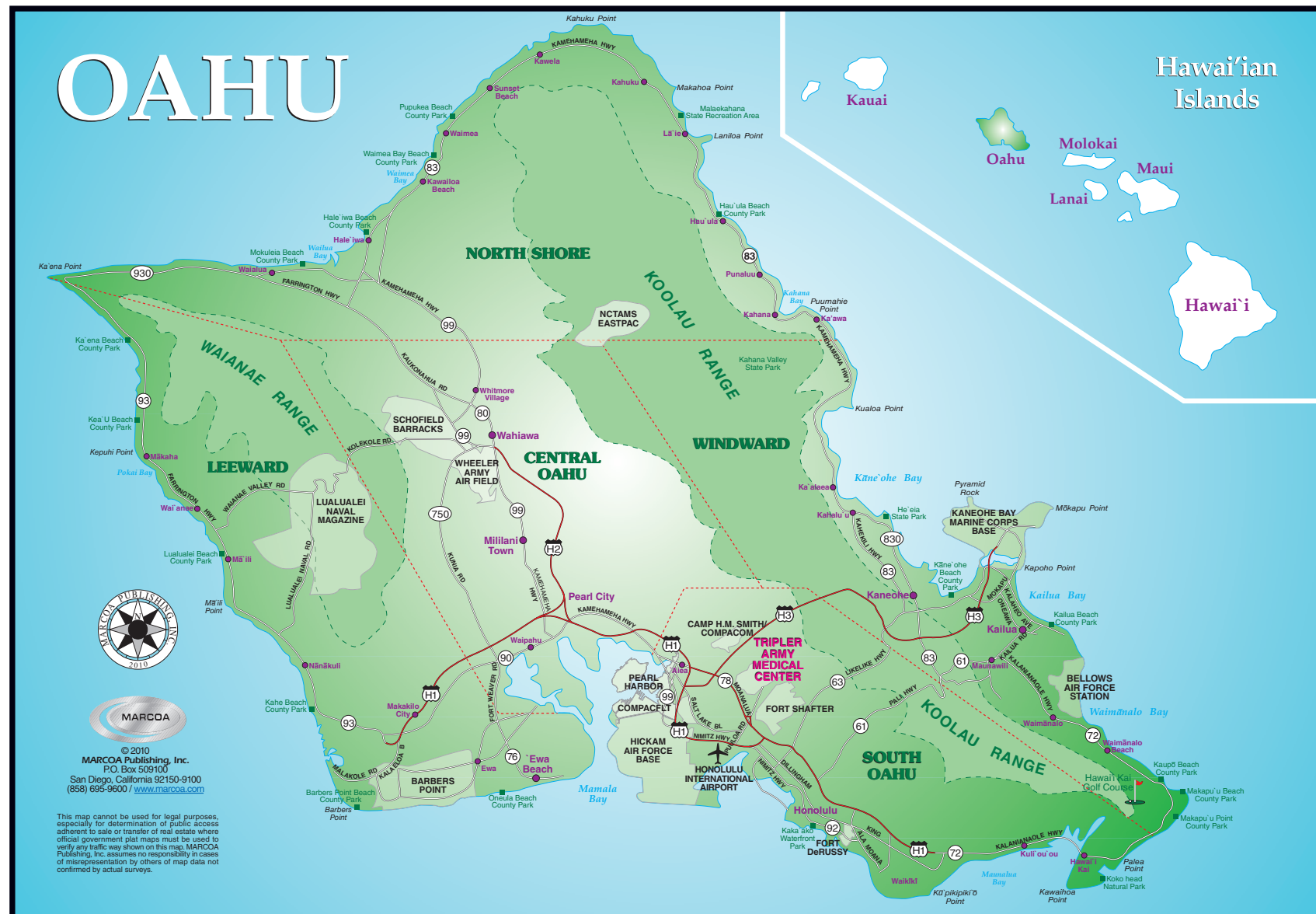
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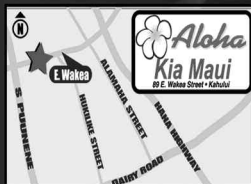
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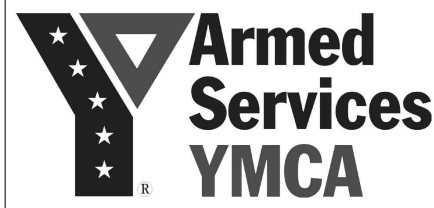
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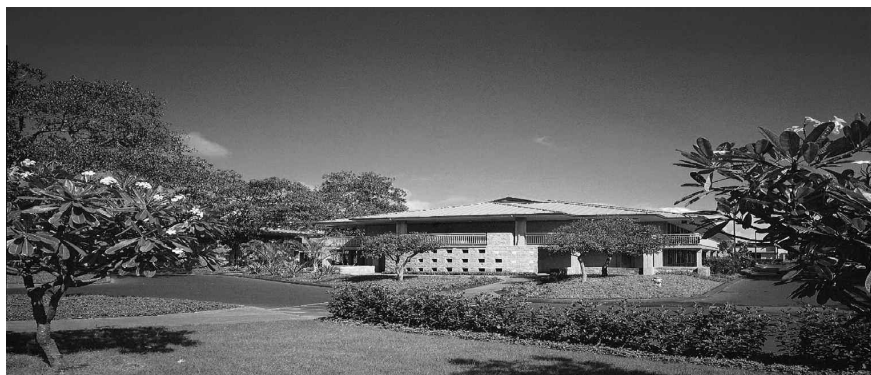
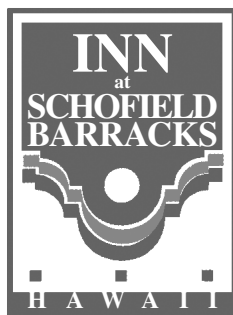
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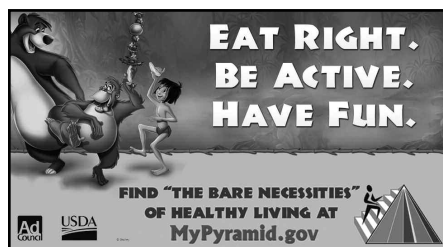
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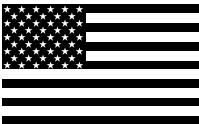


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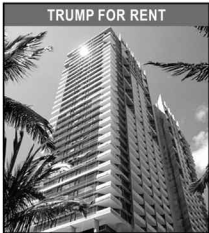
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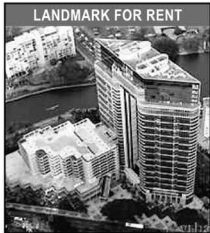
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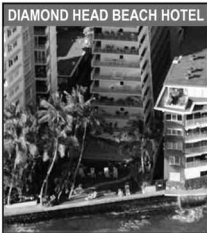
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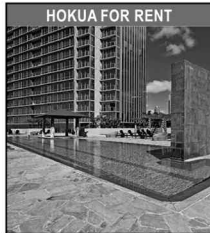
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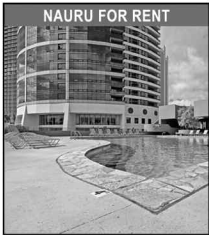
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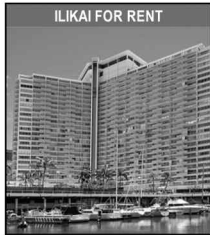
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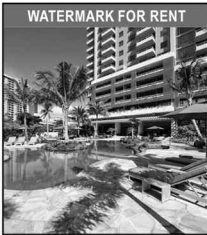
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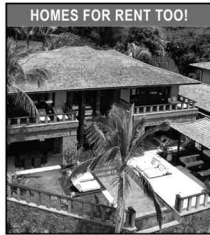
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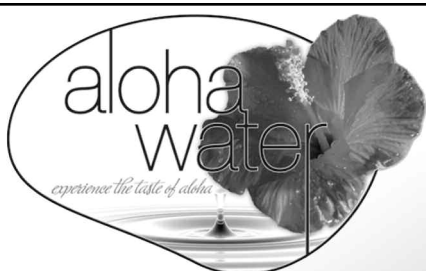
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- Hawaii was the 50th state admitted to the Union on August 20th, 1959.

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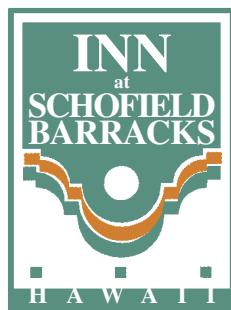


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